



ASQC

AMERICAN SOCIETY FOR QUALITY CONTROL

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

OFFICERS 1990/91

Chairperson:

David TOZER
Paramax Electronics
(514) 340-8771
Fax: 340-8318

Vice-Chairperson:

Denis MARTIN
Avon Canada
(514) 695-3371 ext. 2457
Fax: 630-5400

Secretary:

Charles ALTMAN
GFI Inc.
(514) 630-4877
Fax: 630-4849

Treasurer:

Inteaze ALLI
McGill University
MacDonald College
(514) 398-7920
Fax: 398-7895

Directors:

Deborah DESLAURIERS
Bombardier, Canadair div
(514) 744-1511 ext. 1372

Jean-Pierre AMIEL
S.T.C.U.M.
(514) 280-5412

COMMITTEE CHAIRS

Membership:

Pierre PARE
St. John Shipbuilding Ltd.
(514) 340-8767

Program and Arrangements:

Gerry HEIMANN
RGB Products
(514) 331-1731

Education:

Avinash JANI
Bendix-Avelex
(514) 744-7441

Youseff A. Youseff
Ecole de Technologie
Superieure
(514) 289-8860

Examining:

Alok BHATTACHARYA
Canadian Marconi Co
(514) 341-7630 ext. 4237

Newsletter:

Victor SANTORO
Circo-Craft
(514) 694-8400

Koality Kid:

Joan KAHN
J. Kahn and Associates
(514) 937-8890

Historian:

George ANDREWS
Canadian Marconi Co
(514) 341-7630 ext. 4629

Nova Scotia Sub-Section:

Heinrich SIELMANN
Paramax
(514) 340-8688

Quality Month:

David TOZER
Heinrich SIELMANN
Germano PASQUALINI
(514) 333-1235
Ghislaine CHAMPAGNE
(514) 744-1511
Gilbert COLL
(514) 358-2000 ext. 3215

Montreal Section 0401

NEWSLETTER

OCTOBER 1990

COMING EVENTS

NOVEMBER

DATE : Wednesday 14, November 1990
PLACE : Le Biftheque, Room Cabot
6705 Cote de Liesse
Ville St-Laurent
ACTIVITY : Presentation given by
"Le Groupe Berclair Inc." on
"Implementation Strategies for
Total Quality Management."
SPEAKERS : Mrs. Lucie Parrot, P. Eng.
Mr. H. Nguyen, P. Eng.
TIME : 5:30 P.M. Cocktail (cash bar)
6:00 Dinner
7:30 Presentation
MENU : Choice of rib steak or chicken
PRICE : \$ 17.00 for members
\$ 22.00 for non-members
CONTACT : Mr. Gerry Heimann at 331-1731

DECEMBER

DATE : Tuesday 11, December 1990
PLACE : Le Biftheque
TIME : 5:30 P.M.
ACTIVITY : A wine and cheese party together
with the section Québécoise of
the ASQC and the Society of
Reliability Engineers.
PRICE : \$ 25.00 per person
CONTACT : For reservation and more
information call Gerry Heimann
at 331-1731

Quality Month 1990

-----ALL DAY FORUM-----

NOTES ON CHAIRMAN'S ADDRESS.

Jean C. Monty, Bell Canada CEO and president and Chairman of Canadian Quality Month told a Montréal business audience that Canadian firms are not doing enough to listen to customers or provide them with service excellence.

In his keynote address to the all-day forum on quality at the Château Vaudreuil, Monty described findings from an October, 1990 benchmark survey on the extent to which Canadian businesses practice the elements of total quality. The Bell-sponsored survey was carried out by the Institute for Improvement in Quality and Productivity at the University of Waterloo.

The finding, said Monty "would seem to indicate that many firms are not building the comprehensive and expanding human connections needed to ensure that they are truly able and committed to listening to the customer."

Monty explained that this view is also reflected in the June 1990 International Competitiveness Report of the World Economic Forum, an annual study which examines the performance of 23 industrial nations on the basis of a wide range of social and industrial indices.

Although ranked fifth in international competitiveness, Canada is judged to be in the bottom half -- 13th -- in its willingness to modify products for foreign customers. The world study also ranked Canada 15th in the availability of skilled labor and 16th in the quality of vocational training: findings that echo the results of the benchmark survey.

Said Monty, "These are grounds for concern for those of us who believe in service excellence and customer satisfaction, and in the human connection that makes them possible...It simply is not possible to achieve quality service and enhanced corporate productivity unless there is a strong base of employees able and trained to do job. This is especially true in today's world of constantly increasing technological complexity and fast-changing customer needs."

Other speakers at the quality forum, which was sponsored by the Montréal section of the American Society for Quality Control, included quality experts from the private, public and academic sectors. Their remarks centred around the theme of the conference: "Creating a Quality Environment for the 1990's".

Quality Month 1990

Quotes from Prime Ministers.

Canada's and Québec's Prime Ministers expressed similar thoughts in the proclamation of the Canadian Quality Month 1990. Both political leaders pointed out the importance, for the business community, of making quality a way of life. These are extracts from their declarations.

Prime Minister Brian Mulroney:

"Today, more businesses are making quality a way of life - setting high standards and creating an innovative working environment that honours individual excellence - and integrity. This year's theme, "Service Excellence - The Human Connection", recognizes the valuable role each individual plays in ensuring our competitive success and pride as a nation." "Canada's economic strength and leadership relies upon the ability to compete. To create new markets, and to maintain our existing markets, we must produce goods and services which exceed our customers expectations. This goal can only be achieved through the dedicated pursuit of total quality. This must be Canada's ultimate challenge in the 1990's. We need the commitment of all sectors of the economy. From service industries and manufacturers, from small family businesses and the public sector, each Canadian must do his or her part to ensure that quality and Canada are synonymous."

Prime Minister Robert Bourassa:

"Aujourd'hui, de plus en plus d'entreprises font de la qualité une de leurs préoccupations quotidiennes en se fixant de nouvelles normes, plus rigoureuses, et en créant un milieu de travail approprié. Le thème de cette année, "L'excellence du service: la dimension humaine", souligne l'importance de la contribution de chacun et chacune à la prospérité et à la fierté nationales." "La vigueur de l'économie du Québec repose sur sa capacité de soutenir la concurrence. Pour conserver nos marchés actuels et en créer de nouveaux, nous devons produire des biens et des services qui répondent exactement aux attentes des consommateurs. Un tel objectif ne peut cependant être atteint qu'avec une recherche continue de la qualité totale. Mieux produire pour assurer notre avenir, voilà le plus grand défi du Québec au cours des années 1990. Ce défi doit mobiliser tous les secteurs de l'économie, aussi bien l'entreprise de services, la fabricant, la petite entreprise familiale que le secteur public. Chaque personne doit faire sa part pour que le Québec devienne synonyme d'excellence."

ÉDUCATION

CERTIFICAT EN ASSURANCE DE LA QUALITÉ

Offert par L'ÉCOLE DE TECHNOLOGIE SUPÉRIEURE

Établissement universitaire fondé en 1974, l'École de Technologie supérieure (ETS) est une constituante de l'Université du Québec. Devenue une "École d'ingénierie" en juin 1990, l'ETS continue d'offrir des programmes d'enseignement coopératifs s'appuyant sur les acquis technologiques du cégep professionnel. Elle maintient des liens étroits avec le milieu industriel de façon à offrir une formation pertinente en rapport avec les besoins industriels.

En plus d'offrir quatre programmes de baccalauréat en génie, l'ETS dispense plusieurs programmes de certificats de premier cycle dont celui en assurance de la qualité. Son approche pédagogique s'appuie fortement sur l'expérimentation, les projets et les travaux pratiques.

OBJECTIFS DU PROGRAMME DE CERTIFICAT EN ASSURANCE DE LA QUALITÉ

Le programme de certificat, de nature multidisciplinaire, vise à donner au candidat une compétence additionnelle le rendant capable dans le secteur industriel de son emploi de préparer et de mettre en marche un programme d'assurance de la qualité, d'apporter, lorsque nécessaire, les modifications requises à un programme existant et de superviser et contrôler les opérations relatives au domaine de la qualité.

CLIENTELE VISÉE

Les personnes se trouvant actuellement sur le marché du travail et occupant ou désirant occuper des fonctions techniques ou de direction dans le domaine de l'assurance qualité.

CONDITIONS D'ADMISSION

Être titulaire d'un diplôme d'études collégiales (DEC) dans un des programmes appropriés ou posséder des connaissances techniques appropriées, une expérience industrielle jugée pertinente et être âgé d'au moins vingt-deux ans.

PROGRAMME DES COURS

Le programme est constitué de dix (10) cours de trois (3) crédits chacun (30 crédits au total), dont les matières concernent les grands sujets suivants:

- . Assurance de la qualité (offert à l'hiver)
- . Gestion de la qualité (offert à l'automne)
- . Probabilités et statistiques (offert chaque session)
- . Contrôle statistique de la qualité (offert à l'automne)
- . Gestion et techniques d'inspection (offert l'été)
- . Informatique de gestion (offert l'hiver)
- . Méthodologie de l'analyse expérimentale (automne des années paires)
- . Métrologie et essais non destructifs (offert l'hiver)
- . Fiabilité et maintenabilité (offert à l'automne des années impaires)
- . Méthodes de communication (offert chaque session)
- . Projets en collaboration avec l'industrie (offert à l'automne)
- . Un cours choisi dans le répertoire des cours de l'ETS

INFORMATIONS

Appelez au bureau du registraire, (514) 289-8888 ou contacter le professeur Y. Youssef au département de génie mécanique 289-8855.

EDUCATION

CERTIFICATE PROGRAM IN QUALITY CONTROL

CONCORDIA UNIVERSITY

Students willing to enrol in the program leading to a Certificate in Quality Control may contact Mr. Douglas Hamblin, Dean of the Engineering and Computer Science Faculty at 848-3063 or call to the Registrar Service Office at 848-2600. Candidates must satisfy pre-requisites and apply before July 15, 1991.

Independent students may be accepted in courses to be given during the next Winter term if recommended by ASQC sections. A course in Quality Control Management will be offered in January. Registration for this course will take place between the 3rd and 14th January 1991.

=====

WEST COAST QUALITY CONFERENCE

February 8, 1991

Hyatt Alicante, Anaheim, Ca.

Cost: \$ 100.- (Includes lunch)

Sponsored by: ASQC
The Food, Drug and Cosmetic Division
and
THE U.S. FOOD AND DRUG ADMINISTRATION

for information, contact:

Ofeila Barretto (714) 521-3900
or
Fred Shuster (714) 680-1353 (work)
(714) 985-7510 (home)

=====

Montréal Section Activities for 1990-1991

Date : November 14, 1990
Time : 5:30 PM - 9:00 PM
Place : Le Biftheque
Activity : See details on first page

Date : December 11, 1990
Time : 5:30 PM
Place : Le Biftheque
Activity : The section Québécoise of the ASQC and
with the Society of Reliability Engineers.
See details on first page.

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

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

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

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

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

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