



American Society for Quality Control

Montreal Section 0401, P.O Box 444, Pointe Claire - Dorval, Qc. H9R 4P3

NEWSLETTER

DECEMBER 1990

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Merry Christmas ! Joyeux Noël !

COMING EVENTS

Date: January 22 nd 1991

Time: 6:30 P.M.

Place: C.A.E Electronics. 8585 Cote de Liesse.

Activity: Plant Tour, together with the Society of Reliability Engineers

Contact : For more information contact

Gerry Heimann at 331- 1731

The Anatomy of a Section Survey

...among our members

During 1990, the Executive Committee of the Montreal Section determined that there was a need to get closer to its customers, the Section membership. We wanted to know more about the perceptions, likes and dislikes of the members as well as determine a direction for some of the programs being planned. We were working with a limited budget and wanted the highest possible return.

The Method.

In the past, we had tried mail-back surveys using our Newsletter, but response was quite low and the data provided little information. It was felt that we should try to contact members directly by phone. A computer program was written for use by the person conducting the survey. The program prompted a series of 10 questions with an additional set of 9 sub-questions. The data was compiled as it was entered. The program also provided a final report of the data.

The survey questionnaire was prepared "in house" and installed onto a micro-computer. In general the questions were designed to illicit a direct response (yes, no, don't know), a numerical response or a short phrase. In addition, there was the facility for short comments. The survey lasted approximately 10 min. The questions were posed by a second year university student and the membership was contacted during normal business hours (8:30 a.m. to 4:30 p.m.) during a 2 week period in April 1990. The Section membership list supplied from ASQC headquarters, was used as the source for contact.

The Results.

The results were presented to the Executive committee in August for use in the preparation of 1990-91 Section plans.

In general, satisfaction with the ASQC was found to be very high. Satisfaction with the local Section support was found to be lower, but we did establish a benchmark for future improvement.

We also asked the membership's opinion of various topics and activities, in order to gauge the level of interest and provide for this in our program. Total Quality Management ranked the highest, followed closely by Good Manufacturing Practices. Surprisingly, Just in Time and Z-299 Standards were at the bottom of the list.

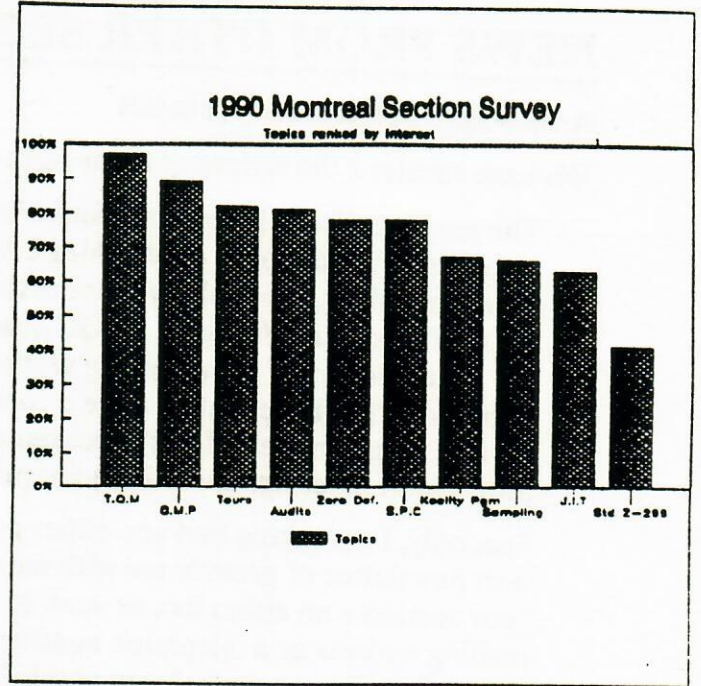
Of the members who responded, 26% attended regular monthly meetings and the level of satisfaction among attendees was 71%; Wednesday evenings was selected as the most appropriate day and time for Section meetings.

With regards to Newsletter, 74% of respondents were satisfied, 03% of respondents indicated that expenses for meetings, seminars all day courses, etc., were covered by their company while ASQC membership dues of 78% of respondents was covered by their company. 48% of members surveyed indicated that their company participated in Quality Month activities. The survey identified members who were willing to become more active in the Section, were interested

in serving on the Section's Executive's Committee, and who were expected to attend the Quality Forum in October.

The survey also pointed to a number of deficiencies in our member information. A high percentage of telephone numbers were incorrect. It would seem that while people update positions and companies, the changes to direct dial-in numbers are not always communicated. Also the Section database of information was found to be out of date in many instances.

A total of 159 members were targeted of this, 51 telephone (32%) were soon identified as invalid; this represents the membership whose telephone numbers do not appear on the membership list. Of the remaining 108 members, 33 (21% of the target group) of the numbers were incorrect. A total of 75 (47%) valid telephone numbers were identified for further contact. In 16 cases (21% of valid numbers) there was no answer to call, in 26 cases (35% of valid numbers) an answer to the call was obtained but the member could not be reached for various reasons. Thirty-three (44% of valid numbers) members answered the call and of this number 6 declined to respond to the survey questions. The number of successful contacts (who actually responded to the survey) was 27 representing 36% of the valid numbers, 17% of the target group or 7% of



Our members opinions

the total Section membership. The results of the survey are summarized with respect to the number of responses obtained.

The Montreal Section 401 has a total membership of 390 and serves the region which includes Montreal and surrounding areas and certain areas of the maritime provinces and northern New England.

Inteaz Alli and Denis Martin.

NEWS FROM OTHER SECTIONS

A New Subsection in Vermont

We have received the following letter from the Northern New England Section.

The purpose of this letter is twofold. First, I am informing you that the Northern New England Section is establishing a Vermont subsection to better serve the needs of our members, particularly those in the Burlington, Vergennes, and Shelburne areas of Northern Vermont. ASQC procedures require adjoining section approval if the headquarters of the adjoining section is within fifty miles of the proposed subsection. I don't believe that we have a conflict concerning the fifty mile radius, but I wanted to inform you of this development anyway. It may provide opportunities for future joint meetings and other joint projects such as workshops or seminars.

Secondly, I am asking that you either publicize the subsection establishment in your own newsletter or provide me with names and mailing addresses of any members of your section who either live or work in Vermont. They would have either a Vermont mailing address or a telephone number with an (802) area code. We will add them to our mailing list for the balance of this fiscal year and they can choose their section affiliation during next year's renewal period.

If you have any questions concerning the subsection establishment or this request, please give me a call at (603) 431-9460. Thank you.

Sincerely,

Stanley C. DeWitt
Chairman

NEW BRUNSWICK SUB-SECTION

Officers 1990 - 1991

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MONTREAL SECTION ACTIVITIES

QUALITY MONTH

Quality month is passed. Your section was represented at the Opening of Quality Month in Québec, the Quality Forum VI satellite broadcast reception at the Grand Hotel and the AQQ Quality Forum. The Montréal Section also sponsored an All Day Forum on 13 October 1990.

The Forum

One hundred and three people attended and we expect to make a small profit on the event. On the Forum itself attendees were asked to complete a questionnaire on the activity. The results of the questionnaire are summarized below.

- Respondants: 26 people
- Language used at the Forum : 75% francophones wanted French as the language. 75% anglophones wanted English
- Speakers: All of them were perceived acceptable and the topics well presented.
- The Format: (workshop, lectures, panel discussion, etc.) Opinions were evenly split
- Subjects of Interest: Most people want to learn more about Total Quality Management, S.P.C., Cost of Quality and ISO 9000
- The Audience: Most of the attendees represented the Defence, manufacturing and Aerospace industries.
- Preferred Day: Saturday was by far the most preferred day of a Forum; Wednesday was the next.

Our Comments

- The number of people replying was good. The language mix is difficult to reconcile; we will continue to work on it.
- Total Quality Management requires people work as teams, If people want to learn how to do TQM active involvement in a team environment is essential. Having workshops with real examples is an attempt to introduce people to total Quality Managements. The case study used this year was an actual case. It was presented in a humorous manners.
- For future forums we need participation from other segments of the economy such as pharmaceutical, personal care, food industry, etc.
- For next year we are discussing how to conduct Quality Month activities with l'Association Québécoise de la Qualité, Section Québécoise and the Society of Reliability Engineers. These organizations are very active and we have had some significant successes in the past.

We are offering many activities to our members. We need your participation and comments on our program.

David Tozer

Montreal Section Activities for 1990 - 1991

Date: January 22 nd 1991
Time: 6:30 P.M.
Place: C.A.E Electronics. 8585 Cote de Liesse.
Activity: Plant Tour, together with the Soc. of Reliability Engineers

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