

# American Society for Quality Control

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

# NEWSLETTER

**JUNE 1991**

## OFFICERS 1990-1991

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### COMMITTEE CHAIRS

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#### Quality Month:

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Heinrich SIELMANN  
Germano PASQUALINI  
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Ghislaine CHAMPAGNE  
(514) 744-1511

Gilbert COLL  
(514) 697-8002 ext. 3079

## COMING EVENT

Wednesday, June 19, 1991

## TOTAL QUALITY MANAGEMENT

in a SERVICE ENVIRONMENT

How to proceed with training  
and process improvement

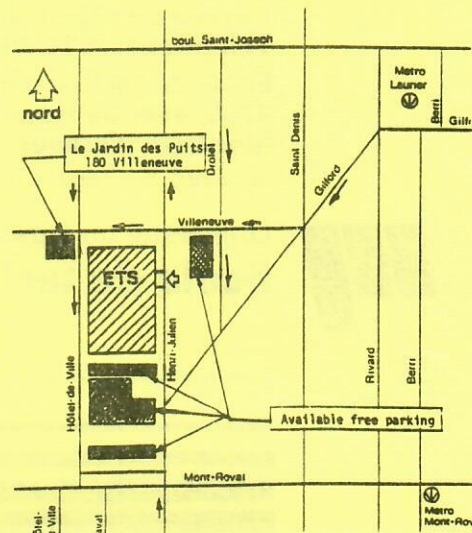
by David Tozer, Ph.D., CQE  
Manager Total Quality Management  
PARAMAX Electronics Inc.

Address : Restaurant Jardin des Puits  
180 Villeneuve, Montreal

Time : 7:00 Presentation  
Parking at ETS

**DO NOT MISS IT**

### How to get there:



**ÉTS***le génie  
pour l'industrie*

## **CERTIFICAT EN ASSURANCE DE LA QUALITÉ**

L'École de technologie supérieure offre un certificat de premier cycle en assurance de la qualité visant à fournir aux candidats l'expertise multi-disciplinaire essentielle afin:

- d'élaborer et de mettre en application un programme d'assurance de la qualité
- de participer à l'implantation d'une gestion intégrale de la qualité
- de gérer les opérations relatives au domaine de la qualité

### **Programme des cours**

Le programme du certificat en assurance de la qualité est composé de dix cours de trois crédits chacun, dont:

- Assurance de la qualité
- Gestion de la qualité
- Probabilités et statistiques
- Contrôle statistique de la qualité
- Gestion et techniques d'inspection
- Informatique de gestion
- Méthodologie de l'analyse expérimentale
- Métrologie et essais non destructifs
- Fiabilité et maintenabilité
- Méthodes de communication
- Projets en collaboration avec l'industrie

### **Informations**

Pour de plus amples informations, communiquez avec:

**Bureau du registraire**

**Téléphone: (514) 289-8888**

**École de technologie supérieure**

**4750, avenue Henri-Julien**

**Montréal (Québec) H2T 2C8**

ou avec M. Youssef A. Youssef au 289-8865



Université du Québec

**École de technologie supérieure**

## MEMBERS CORNER

Some interesting facts about the Montreal Section.

### Levels Of Distinction Reached By Our Members

Fellows	4
Senior Members	10
C Q E	17
C Q A	7
QEIT	2
C Q T	1
Sustaining Members	17

## ASQC EXCELLENCE PRIZE

The section will award two Prizes for 1991-92 to people enrolled in Quality Programs in Montréal. One Prize will be given to a student at Ecole de Technologie Supérieur; the other will be given to a Concordia University student.

The value of each prize is \$ 250 and an annual membership to ASQC.

The students are required to be at the end of the program and shown normal understanding of Quality principles.

The section executive, through the prize, is encouraging people to seriously consider how quality can help businesses.

## BOOKS

### **Quality Dynamics for the Service Industry**

*William F. Drewes*

This book is the ideal guide for every service operations manager, from front-line supervisor to CEO. For those who suspect their operation is not at peak performance, but need ideas about how to improve, this desktop reference is for you.

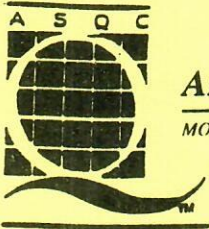
Three main sections acquaint you with quality concepts, explain how others have

applied them, and show you how to solve your own quality problems. This book will take you through the theory and practice of quality concepts in the service industry as well as the art of applying these concepts. 1991. 224 pages. Hardcover.

ISBN 0-87389-099-X.

Item HO620

Member price \$ 43.95 List price \$ 45.95



**AMERICAN SOCIETY FOR QUALITY CONTROL**

MONTREAL SECTION (140). P.O. BOX 444. POINTE CLAIRE-DORVAL. Qc H9R 4P3



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STCUM - CEM