



American Society for Quality Control

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

NEWSLETTER

DINNER MEETING!!! DINNER MEETING!!! DINNER MEETING!!! DINNER MEETING!!!

A JOINT MEETING BETWEEN THE MONTREAL SECTION AND THE SECTION QUEBECOISE

TOPIC: QUALITY: THE BRIDGE TO OUR CUSTOMERS

Xerox was losing its market share gradually. In 1983 Xerox decided to become a company completely committed to quality and in tune with their customers needs. In 1989 they won the Golden Award for Quality at the Canada Awards for Business Excellence. What was their approach and how did they succeed?

Come and find out.

GUEST SPEAKER: ANNA MORMINA DIRECTOR, QUALITY -- QUEBEC DIVISION XEROX CANADA

WHEN: TUESDAY, MAY 19, 1992

WHERE: LA DILIGENCE RESTAURANT
7385 Decarie blvd (corner Jean-Talon)
Montreal

TO GET THERE: Take the Jean-Talon exit of the Decarie expressway.
Restaurant is on the east side of Decarie just
next to Namur Metro Station.

TIME: 6:30PM

COST: ONLY \$20.00 PER PERSON.

This includes dinner and an all-you-can eat salad bar.

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1990-91
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QUALITY FORUM VIII

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The QUALITY FORUM VIII, the premier event of National Quality Month will be held Thursday October 1st (we're telling you early) and will feature corporate leaders as major speakers. Last year this event was celebrated via a satellite broadcast at Macdonald College of McGill University. The event was a great success.

This year's location has yet to be confirmed but we're working on something really special. Look for further details in subsequent Newsletters.

This year's theme is Quality '92, and the emphasis will be on Leadership. The preliminary agenda is listed below. Xerox is the Canadian sponsor for this event and we thank them for their support.

Preliminary Agenda

The Quality Forum VIII

October 1, 1992

(agenda and speakers subject to change)

- | | | | |
|-------|--|-------|---|
| 10:00 | Welcome
James B. Hayes
Publisher, <i>FORTUNE</i> magazine | 11:35 | European Response
Percy Barnevik
Chairman, Asea-Brown-Boveri |
| 10:05 | Keynote Address
Edwin Artzt, Chairman,
The Procter & Gamble Company
Chairman, National Quality Month | 11:50 | Japanese Response
TBA |
| 10:20 | Results of ASQC/Gallup Survey,
"Executive Attitudes About Quality"
Charles Aubrey II
President, ASQC | 12:05 | Canadian Response
David McCamus
Chairman, Xerox-Canada
Chairman, Quality Month in Canada |
| 10:35 | Executive Response:
A Panel Discussion
Panel: TBA | 12:20 | Rediscovering America—Results of
the Personal Demonstration Project
Panel: TBA |
| 11:05 | Quality Improvement and the
Causal Link to Financial
Performance
Ray Groves, Chairman,
Ernst & Young | 12:55 | Video excerpt of "Good Work"
Narrator: Walter Cronkite |
| 11:25 | Break | | |
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A Quality System for Education
Stanley J. Spanbauer

In this case study of Fox Valley Technical College's pioneering application of quality processes, Stanley J. Spanbauer shows how to improve educational services. The college's quality-first productivity model, a step-by-step plan for implementing quality processes is outlined. Spanbauer includes invaluable measuring and costing plans, showing you exactly how to identify and reduce a school's cost of conformance and nonconformance. 1992. 239 pages. Softcover.
Item H0694 MP \$19.95 LP \$21.95

ANSI/ASQC Q90/ISO 9000 Guidelines for Use by the Chemical and Process Industries

ASQC Chemical and Process Industries Division

If you work in the chemical or process industries, here's what you need to know to apply the ANSI/ASQC Q90-94 quality system model standards to your company. There are at least two reasons why you must read this book:

- It translates the meaning of the Q90 series into CPI terms.
- It relates to every activity that affects the quality of your products and services.

The book's user-friendly format includes a description, discussion of issues and practices, interpretation, cautions, and application of each element of the standards. The guidelines also include examples of good quality practices to help develop a quality assurance system. 1992. 112 pages. Softcover.

Item H0740 MP \$17.95 LP \$19.95

A Beginner's Guide to Quality in Manufacturing

Michael Tedaldi, Fred Scaglione, and Vincent Russotti

This book is an introduction to quality and the manufacturing process, a step-by-step guide to quality control techniques that can improve a company's products and profits. The text, written for those needing an overview of quality in manufacturing, brings quality concepts to the most easily understandable level yet.

Through manufacturing examples, the authors introduce the reader to product specifications, production planning, sample inspections, process controls, and finally to the impact of quality control of profit. Flowcharts and factory layouts bring the manufacturing process to life. Dozens of drawings, graphs, and examples clarify and reinforce quality control concepts. Exercises following each chapter enable the reader to apply these principles and techniques immediately. 1992. 298 pages. Softcover.

Item H0706 MP \$25.95 LP \$27.95

SUMMARY

On the evening of April 15th, Mr. Allen Windley, a quality representative from Boeing Commercial Aerospace gave a very interesting talk on Boeing's new quality system, the D1-9000. Approximately 20 ASQC members, along with some non-members attended. Mr. Windley discussed the origins of this new system as well as the methodology used to implement it. As we all know, implementation is not easy. He discussed the supplier-buyer relationship and how Boeing is offering help to all of their suppliers who are interested in receiving help. Boeing is absolutely committed to this new quality system and any of their suppliers who do not comply will simply not be able to do business with Boeing. It's either ship-up or ship-out. Mr. Windley had samples of the numerous manuals which Boeing has published in order to assist their suppliers implement and comply to D1-9000. Mr. Windley's enthusiasm and knowledge were a great combination and we hope that we will have a return visit from him.

Quality Reading

The best books on quality have been written by smart people who can tell a good story. I have three distinct favorites—with no fish-bone diagrams—to recommend.

For those lost in the lingo, *I Know It When I See It* is the ticket out (and a superb way in if you're a beginner). In a spare, 78-page "modern fable about quality," author John Guaspari tells the story of Punctuation, Inc., and its search for the grail of quality and productivity in the face of tougher competition and slumping market shares. But don't mistake this for Quality Lite; Guaspari, who holds advanced degrees in aerospace and mechanical engineering, proves that sophisticated systems concepts can be successfully introduced without spoon-feeding. You'll remember all the quality fundamentals, and you don't even have to tell anyone where you picked them up.

Quest for Quality, a rough-and-tumble tale of how one company put theory to work, warts and all, is a classic in the making. This instructive real-life mystery is about how the 114-year-old Minneapolis Tennant Company, maker of floor and street sweepers, solved a problem of persistent hydraulic oil leaks that only its Japanese clients had complained about.

Along the way you'll discover how the Koala T. Bear Award figures into the company's dead-serious commitment to doing things better and how to measure everything from the cost of quality to the savings produced by employee suggestions. There is one catch: The book is available only through Tennant (800-553-8033).

The first sentence of *The Goal* is a grabber: "I come through the gate this morning at 7:30 and I can see it from across the lot: the crimson Mercedes." Eli Goldratt, an Israeli physicist who teaches Americans about business management, has written a *novel* about the process of continuous improvement and the wear and tear imposed on those who would guide its course. Smart money calls it the quality bible.

The story is cleverly constructed so that the reader cannot wait to get in the middle of system bottlenecks and Statistical Process Control—concepts that lose their punch when presented abstractly. There's even a love story centering on the family of the quality-obsessed main character, Alex Rogo. My own copy of *The Goal* was given to me (the customary mode of introduction to this book) by the young CEO of a famous New Zealand brewery. As far as he was concerned, *The Goal* said it all.

The Chairman's Dinner will be held in June. The agenda for this dinner-meeting, its' location and time, etc. will be published in the next newsletter.