



**ASQC**  
**Montreal Section 0401**  
**P.O. Box 444**  
**Point-Claire-Dorval**  
**Québec, H9R 4P3**

American Society For Quality Control

NEWSLETTER

JANUARY 1993

VOLUME 45 NO. 4

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## ***FEBRUARY MEETING***

**MTI - Mitutoyo**

**7:00 PM - February 16**

**6969 Trans Canada Highway West**

**"A PRESENTATION OF MTI's NEW  
CO-ORDINATE MEASURING MACHINE  
(CMM) AND GEAR INSPECTION  
SOFTWARE"**

**For reservations and information contact:  
Gilbert Coll at 428-2497**

## Opportunity in Quality

### QUALITY ENGINEER

#### Finished Goods and Supplier Quality

Will plan and perform finished goods audits at the St. Jerome Distribution Center and at the St. Jerome Manufacturing facilities. Work with manufacturing Quality personnel to achieve corrective actions determined by the material review process. Will occasionally take direction from Design and Development to help communicate and manage engineering changes and engineering requests with the manufacturing facilities. Will serve as a primary point of contact for manufacturing on quality and product standard issues.

Previous experience as a quality engineer in a durable consumer goods industry or automotive industry would be desirable.

Preferred educational background includes an Associate technical degree (2 years) and certification as a Quality Engineer by ASQC.

For more information contact:

Mel Stubbs  
Compliance Manager  
Weider Sporting Goods Inc.  
FAX (618) 392-3038

## FOOD QUALITY ASSURANCE

### HACCP COURSE: Preliminary Announcement

The Food Science Department of McGill University will be giving a course entitled "How to Develop, Implement and Maintain a HACCP Program" in May 1994 at the MacDonald Campus in Ste Anne de Bellvue. For information concerning this course on "Hazard Analysis Critical Control Points", please contact Professor I. Alli at 514-398-7920 (Fax 514-398-7977). Details of registration procedures, course content, etc. will be published in the next issue of the Newsletter.

# 1994-1995 EXECUTIVE COMMITTEE

A General Meeting will be held on April 19 to determine the 1994-1995 Section Executive Committee. Any member interested in presenting for open positions on the Executive is asked to contact J.P. Amiel (280-5412) for information.

Details regarding time and location of the meeting will be announced in the next Newsletter.

\$20

SALADES MAROCAINES  
POULET MECHOU  
PLATS CHAUDS - AU BERBINE  
- LENTILLES  
COUSCOUS VEGETARIEN

\$100 MECHOU AGNEAU ?

## UPCOMING EVENTS

February 16 - Mitutoyo Visit

March - Presentation by Bell & Howell

April - General Meeting

May - Quality Project Presentation at ETS

For details on the above events contact Gilbert Coll at 428-2497

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**CQE AND CQA REFRESHER COURSE**

Sponsored by the Montreal Section

**For the June examinations**

**Starting week of 14 March 1994**

**Course Leaders:**

**CQA course: G. Coll (QMI Accredited); CQE course: Dr. D. Tozer CQE**  
**428-2497 694-2830**

**Participants: D. Morgan; P. Hawa**  
**865-5038**

**To register complete the form below or call one of the above.**

**Cost \$400 per person per course**  
**materials included.**

**CQE 3 hours per week for 10 weeks, CQA evenings and some weekends**  
**at MacDonald College, Ste.-Anne-de-Bellevue.**

**DEADLINE: 14 FEBRUARY 1994**

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**Registration Form**

I Wish to attend the following course.

CQE \_\_\_\_\_

CQA \_\_\_\_\_

Name: \_\_\_\_\_ Title: \_\_\_\_\_

Company: \_\_\_\_\_

Mailing Address: \_\_\_\_\_

City: \_\_\_\_\_ Province: \_\_\_\_\_ Postal Code: \_\_\_\_\_

Enclose a cheque for \$400 Payable to "ASQC Montreal Section".

Send to:  
ASQC Education Chairman  
159 chemin Stillview, Pointe-Claire, Québec, H9R 2Y1

A full refund will be given for cancellations up to two weeks before the first seminar. All other cancellations will have a \$50.00 cancellation charge.

## CQE Refresher Course

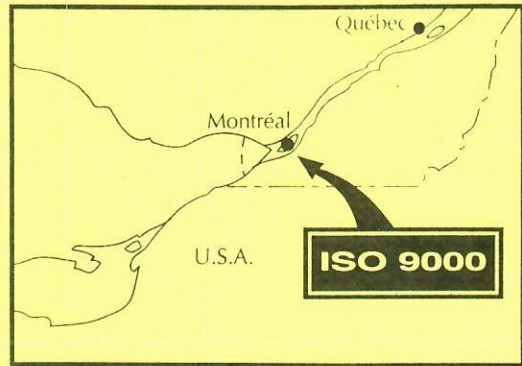
### Content based on ASQC Body of Knowledge 1993 edition

- 1) **Probability and Statistics:** Mean, median, mode, range, standard deviation, variance, population, sample, histograms, distributions, Student's-t test, chi squared test, F test, probability, tolerance limits, hypothesis testing, types of errors, operating characteristic curves
- 2) **Statistical Quality Control:** Pareto chart, X-bar charts, R chart, s chart, causes of variation, control limits, scatter plot, cause and effect diagrams, check sheet, flow chart, p and c charts, acceptance sampling by attributes MIL-STD-105E, acceptance sampling by variables MIL-STD-414, process capability.
- 3) **Advanced Statistical Process Control and Experimental Design:** Analysis of Variance, regression analysis, randomization, experimental design, factorial designs, randomized block, Latin square, fixed designs, random designs, mixed designs, Taguchi Methods.
- 4) **Quality Planning and Management:** Total Quality Control, new design control, incoming material control, process control, special processes, quality guidelines, budgeting for quality, prevention, appraisal, and failure costs, optimal performance, procurement quality function, procedures and instructions, management's role in quality.
- 5) **Quality Management and Product Liability:** Inspection and test planning, non conforming product, customer complaints, education and training for quality, product liability law and prevention (US), software reliability
- 6) **Metrology Systems:** Measurement standards, traceability, metrology control systems, measurement techniques, equipment types, calibration system, equipment maintenance, records.
- 7) **Inspection and Testing Methods:** Classification of characteristics, determination of inspection points, kinds of inspection, interpreting results, corrective action, selection and training of personnel, purpose of testing, methods of inspection, testing equipment, test data
- 8) **Quality Cost Analysis:** Definition of quality cost areas, planning the quality cost system, cost data and tabulation, trend analysis and corrective action, business report to management, frequency of defect vs. quality costs, implementation of a quality cost program, quality costs improvement systems
- 9) **Quality auditing:** Auditing Product and System Quality, corrective action, follow up and close out of corrective action, types of audits.
- 10) **Reliability, Maintainability and Product Safety:** Mean Time Between Failures, failure rate, reliability, failure modes, maintainability, redundancy, "bath tub" curve, Weibull distribution, exponential distribution, product design, development and production, product safety, software
- 11) **Quality Information Systems:** Planning the system, accuracy and precision, functional concepts, role of the computer.
- 12) **Motivation and Human Factors:** Basic principles of industrial psychology, quality motivation for employees, motivation and workmanship, human factors approach.

# ISO 9000

## LOOK OUT!

We're **PIC**'ing on  
**QUEBEC**  
**Montreal**



### QUALITY TODAY IS A KEY TO COMPETITIVENESS FOR NORTH AMERICAN INDUSTRY

**H**ello! If you are committed to improving your global competitiveness, profitability and customer satisfaction, we would like to help. We are the

Productivity Improvement Centre of Durham College, with a reputation for training and consulting excellence in the field of quality assurance.

We are bringing four courses, ISO 9000 Introduction, ISO 9000 Internal Auditor and ISO 9000 Implementation/Documentation and Lead Assessor courses to Montreal.

#### MONTREAL 1994

ISO 9000 Introduction	April 5, June 6	\$295.00 plus GST
ISO 9000 Internal Auditor	April 6, 7, 8, June 7, 8, 9	\$795.00 plus GST
ISO 9000 Implementation/ Documentation	March 2, 3, 4, May 25, 26, 27	\$895.00 plus GST
Lead Assessor IQA Registered (course A4252, Perry Johnson Inc.)	February 14, 15, 16, 17, 18 June 6, 7, 8, 9	\$1495.00 plus GST

#### Why Choose **PIC**

- We are supportive and actively involved in ASQC Education Programs.
- We have the expertise! Industry professionals recognized for their training skills.
- We have a proven track record! Since 1985.
- We're committed!
- We deliver! Satisfaction guaranteed.

  
PRODUCTIVITY IMPROVEMENT CENTRE  
Durham College

#### For More Information and to Register...

Call us at  
**1-800-263-3735**  
Fax enquiries to  
**(905) 721-3339**

Productivity Improvement Centre of  
Durham College  
1610 Champlain Avenue  
Whitby, ON, Canada L1N 6A7