



**ASQC**  
**MONTREAL SECTION (0401)**  
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American Society for Quality Control



1991-92

LEVEL IV

TOP ACHIEVER

NEWSLETTER

FEBRUARY 1993

Vol. 43 No. 2

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**TOTAL QUALITY IN A HOSPITAL SETTING**

**Topic:** Implementation of Total quality:  
 Theory and practice (The health care approach)

**Guests:** Kathryn **VAUGHN**,  
 Coordinator, Quality Assurance/Risk Management  
 Montreal General Hospital

Liane **LECHER**,  
 Department Head, Outpatient Clinics  
 Montreal General Hospital

Paul **LEGAULT**,  
 Asst Director, Technical and Hospital Services  
 Montreal General Hospital

Our guests are involved in the implementation of a Total Quality approach at the **Montreal General Hospital** and will share their program and propose some practical examples of what they have realised to date.

**Date:** 16 February 1993

**Time:** 6:30 PM Cash bar  
 7:00 PM Dinner

**Place:** **Le Biftheque**  
 6705 Cote de Liesse Road  
 Dorval

**Cost:** \$25 for supper and a cash bar will be available

**Reservations:** JP Amiel at (514) 280-5412

This supper conference is a joint activity with the Section Quebecoise. Although the presentation will be in english, our guests are bilingual.

## WELCOME TO OUR NEW MEMBERS

Dider ABIVEN  
GRM Circuits  
St Laurent, Qc

K. Rand AYRES  
CN Railways  
Montreal, Qc

Mario BONI  
Biochem Immuno Systems  
Montreal, Qc

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University of New  
Brunswick  
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Jacques FILTEAU  
Consoltex  
Alexandria, Ont

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Factory Mutum Eng  
St Bruno, Qc

Henry M. KIM  
Toronto University  
Toronto, Ont

Cally LUNETTA  
Avon Canada  
Pointe Claire, Qc

Giles V. ROBICHAUD  
Imperial Sheet Metal Ltd  
Richisucto, NB

Robert SMITH  
Litton Systems Canada  
Windsor Junction, NS

Muriel Irene JARVIS  
Jarvis Associates  
St John, NB

Rodney LeROY  
Noranda Advanced  
Materials  
Pointe Claire, Qc

Douglas A. LLYOD  
GHZ Technologies  
St Laurent, Qc

Richard J. MALENFANT  
Crain-Drummond Inc  
Boucherville, Qc

John MARRONE  
Montreal, Qc

Serge MARTELLINI  
Atlas Stainless Steels  
Tracy, Qc

Jim MASON  
Royal Bank of Canada  
Halifax, NS

Egbert McGRAW  
Entreprises McGraw Lte  
Moncton, NB

Jean APRIL  
CRIQ  
Montreal, Qc

Claro V. BERMUDEZ  
Polywrap Products Canada  
Montreal, Qc

George BITER  
Golden Silkscreening &  
Design  
Sackville, NS

John P. CARTIER  
Emergi Lite Landmark Inc  
Dollard Des Ormeaux, Qc

Celine CHARETTE  
Duopac Packaging  
Naval, Qc

Leo J. GUYETTE  
EFKA Canada  
Woodstock, NB

Ronald J. NASH  
Alcoa  
Massena, NY

IS THERE AN AD THAT YOU  
WANTED TO PLACE HERE ???  
CALL J.P. AMIEL (514)280-5412

## RELIABILITY IN AERONAUTICS - CANADAIR

**Topic:** Reliability in aeronautics:  
The customer's point of view

**Guest:** Mr Philippe Gendron,  
Responsable du Controle de la qualite  
Services aeriens gouvernemental (Quebec)

This presentation is the last in a series of talks on reliability in aeronautics organized by the Section Quebecoise. It will be given in french, but our guest is bilingual. A plant tour of Canadair's Plant 1 will follow the conference.

**Date:** 24 February 1993

**Time:** 7:00 PM

**Place:** CANADAIR-BOMBARDIER INC, PLANT 1  
1800 Boulevard Laurentien  
St- Laurent

**Reservations:** Marlene ARAGON (514) 426-6088 or Fax: (514) 695-6087  
BEFORE 19 FEBRUARY

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## QUALITY MONTH

### Empowering People Through Technology

*T*hat's the theme for **Quality month** which is now only 9 months away and the planning is well on the way. This year, the sponsor is **Fidelity Investments**, the largest mutual fund company in the US, and also the second largest discount brokerage firm.

*T*hey manage over \$180 billion US in assets and have spent hundreds of millions of dollars in new technology to achieve better customer service and reduce operating expenses. This nomination serves as proof that quality is important for all types of organizations, not just manufacturing.

*E*mpowering? No, not a new word but a new philosophy -- giving the hands that guide the tool which do the job, the power to make the changes, the improvements.

*T*his year, not only will the *Quality Forum IX* be held in Washington, DC, but it will not be the kick-off activity of **Quality month**, rather it will be held on October 18. It is expected that the live satellite broadcast will reach more than 3,000 sites across North America and overseas. Your section has renewed its commitment to offer this event again. Plan to be with us.

## QUALITY SAMPLES

*E*ducation is the key to quality improvement. To that end, IBM has awarded nine US colleges and universities cash and equipment to accelerate teaching, research and use of quality management principles. They were selected from amongst 200 applicants in IBM's Total Quality Management University Competition.

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*A*re you preparing to write the CQE, CQT or CQA exams? One way to learn is to write "primers", exams which help you improve your areas of weakness. To that end, the Quality Council of Indiana has prepared literature and tests available for \$60 US. If you would like more information or want to order some, give them a call at (812) 533-4215.

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*T*he next Certified Quality Engineer (CQE), Technician (CQT) and Mechanical Inspector (CMI) exams will be held in March at Northern Telecom. For information contact: Alok BATTACHARYA at 341-7630 ext. 2457.

*B*y the way, the exams had been held at Canadian Marconi and we would like to thank them for their assistance through all these years.

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*I*s the information correct on your mailing label? Are you moving? Contact Milwaukee at 1-800-248-1946 to make the necessary changes.

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SAN DIEGO, CA—XXsys Technologies, Inc., says that its patented ultrasonic resin analyzer technology has been accepted by the ASTM as the first industry standard for nondestructive measurement of resin content in composite materials. The standard (D5300) will be published in the Annual Book of ASTM Standards, Volume no. 1503.

The system uses ultrasonic signals and expert system software to measure percentage composition of composite materials to within 0.5 percent. It is the first system that does composite materials quantitative analysis without destroying the sample.

*U*pcoming Section activities taking shape are:

*March 1993* -- A joint meeting with the Purchasing Managers' Association of Canada. Why not exchange on Certification requirements and Vendor performance evaluations?

*April 1993* -- Members will have an opportunity to meet the Executive, submit their candidacy and vote on next year's Executive positions at the Annual Meeting. See the Newsletter for details.

*May 1993* -- Spring being in the air, your newly elected Executive will want to take this opportunity to invite you to a visit of a local brewery.

Also being planned is a joint conference with the Section Quebecoise on Empowerment.

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*T*he 47th Annual Quality Congress will be held in Boston, Massachusetts May 24-26.

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*L*ook for the nomination bulletin for the section Executive positions in next month's Newsletter.

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The edited videotape of The Quality Forum VIII is now available for sale through ASQC. The videotape runs approximately 30 minutes and features excerpts from all of the speeches. To purchase a copy of the videotape, call ASQC's customer service department at 800-248-1946 and ask for item **TA909**. Member price: \$49.95; list price: \$59.95.

The full-length videotape of the Forum is also available. The videotape includes the entire Quality Forum VIII and running time is three hours. To purchase the full-length videotape, please call ASQC and request item **TA908**. Member price: \$89.95; list price: \$99.95.