



**ASQC**  
 MONTREAL SECTION (0401)  
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 QUÉBEC, H9R 4P3



1991-92  
 LEVEL IV  
 TOP ACHIEVER

American Society for Quality Control

NEWSLETTER

MARCH 1993

Vol. 43 No. 3

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**SHOULD WE QUALIFY OUR SUPPLIERS ?**  
 A debate on the qualification of suppliers

**Panel:** L. Menard, Burroughs-Wellcome Inc  
 J. Derome, Emergi-Lite Landmark Inc  
 J. Durocher, STCUM  
 S. Royer, GFI Inc  
 M. Charbonneau, SEBJ  
 C. Maille, SICO  
 C. Altman, GFI Inc

**Moderator:** I. Alli, McGill University

Our guests will exchange their views both in favour and against the need for supplier qualification.

**Date:** 30 march 1993

**Time:** 6:30 PM Cash bar  
 7:00 PM Dinner  
 8:00 PM Panel discussion

**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 or Fax: (514) 280-6004

This is a joint activity with members of the Section Quebecoise and the Purchasing Managers Association of Canada. We will invite your questions in both languages.

## QUALITY SAMPLES

Concordia University's Continuing Education Department will be offering two new courses beginning April 17. Statistical Process Control and Auditing are the new topics for the Saturday morning courses. For information call them at (514) 848-3603.

- Q -

The Section Québécoise has organised a presentation on the "General Motors Mark of Excellence Award" and a plant tour of Siemens Electric. Montreal section members are welcome.

As a bus has been chartered, interested members MUST reserve before 15 March 1993 with Marlene ARAGON at (514) 426-6088 or Fax: (514) 695-6087.

- Q -

For information on writing the next Certified Quality Auditor or Certified Quality Engineer (CQE) exams in June 1993 contact: Alok BATTACHARYA at 341-7630 ext. 2457.

Our thanks to Northern Telecom for their assistance in the last exams.

- Q -

Is the information correct on your mailing label? Are you moving? Contact Milwaukee at: 1-800-248-1946 to make the necessary corrections.

- Q -

Upcoming Section activities taking shape are:

*April 21, 1993* -- This is your opportunity to meet the current Executive, submit your candidacy and vote on next year's Executive positions at our Annual Meeting. Look for details inside the Newsletter.

*May 25, 1993* -- Are you wondering what empowerment of employees is all about? This is the opportunity to learn from EFFI-QUAL. Messrs J. Maalouf and P. Boussard will give us a brief presentation of the principles and theory. It will be a joint conference with the Section Québécoise.

- Q -

Once again the Quality Month broadcast will be organised with the Section Québécoise. This year it will be held on October 18th.

- Q -

We are looking for members to volunteer their time to fill Executive positions, come help your Section grow. You will find more information in the Newsletter.

- Q -

Haven't you renewed your membership yet ????? You will stop receiving the *Newsletter*, *Quality Progress* and all the other ASQC paraphernalia as of March 31. Please, make a quick phone call to Milwaukee... 1-800-248-1946.

- Q -

### Idea of the Month

Quality awareness needs to be promoted in all types of organizations, including those in the service industries.



In an effort to emphasize the need for quality in American education, ASQC's Tulsa Section, together with the Tulsa public schools, sponsored a quality workshop for teachers in grades 6-8. A lesson plan on how to teach quality improvement was presented, and teachers later implemented an actual program in class-

rooms for one full day. The five-hour workshop began with a keynote address by the principal of Frederick Carder Elementary, Corning, NY, the founding school for the Koalaty Kid program, and a complimentary lunch followed. Students got involved by competing in a poster and essay contest, and a personal computer was awarded to the school with the highest percentage of participation in the contests. For more information about the workshop, contact Sheryl Westad at (918) 664-1400.

## ANNUAL MEETING

The Annual Meeting of the Montreal section will be held on Wednesday, 21 April, 1993 at 6:30 PM. Here is the proposed AGENDA:

1. Determination of Quorum
2. Election of an assembly president
3. Opening of the meeting
4. Chairman's report
5. Treasurer's report
6. Election of the new executive

Here are a few excerpts of the Section by-laws governing the election of officers.

### 4.0 SECTION OFFICERS

#### Section 4.1 Section Officers

- 4.1.1 The Officers of this Section shall be:
- Section Chairman
  - Section Chairman-elect  
(Section Vice Chairman or Section Vice Chairmen [alternates<sup>1</sup>])
  - Section Secretary
  - Section Treasurer  
(Section Secretary-Treasurer [alternate]).

#### Section 4.2 Requirements

- 4.2.1 All Officers of this Section shall be Regular Members of the Society affiliated with this Section. An incumbent officer who fails to maintain good standing in the Society shall be deemed to have vacated his office.
- 4.2.2 The terms of all Officers of this Section shall be for the fiscal year for which they shall have been elected, and shall continue until their respective successors have been elected and qualified.

### 10.0 ELECTION OF OFFICERS

#### Section 10.1 Nomination

- 10.1.1 The Section Nominating Committee's slate of candidates shall be presented to the Section at a regular meeting not later in the year than the regular meeting immediately preceding the Annual Meeting of the Section. At that time, ample opportunity shall be given for additional nominations from the floor for any office. Only candidates meeting the requirements of Section 4.2 of these Bylaws may be accepted as eligible nominees from the floor; furthermore, the nominator shall have determined prior to the meeting the willingness of the nominee to serve if elected. Notice shall be given of the postal period to take place following said meeting.

### Section 10.3 Procedures for Mail Ballot

- 10.3.1 A mail ballot must be conducted when there is more than one nominee for any office (Section 10.1.1) or when the provisions of Section 10.2 of these Bylaws are not completely satisfied. Not later than one week after the meeting at which the Section Nominating Committee's slate of candidates is presented to the Section, the Section Secretary shall mail to each member of the Society in good standing in any grade and affiliated with this Section, an official ballot bearing the names of all candidates proposed by the Section Nominating Committee under the provisions of Section 7.2.4.(2) of these Bylaws, together with the names of all eligible candidates nominated from the floor under the provisions of Section 10.1.1 of these Bylaws.
- 10.3.2 Accompanying the official ballot shall be complete instructions for its marking, and information as to the address to which the marked ballot is to be mailed and as to the date prior to which it must be received at the address in order to be counted.

### 11.0 MEETINGS

#### Section 11.1 Annual Meeting

- 11.1.1 The Annual Meeting of the Section shall be held in March, April, or May, on a day and at a time and place designated by the Section Executive Committee.
- 11.1.2 Notice of the Annual Meeting and of each regular or special meeting of the Section shall be mailed by the Section Secretary at least seven days in advance, to each person whose name appears on the roster of the Section.

#### Section 11.2 Vote Eligibility

- 11.2.1 Each member of the Society in good standing in any grade, who is affiliated with this Section, shall be entitled to one vote at the Annual Meeting and at all other business meetings of this Section.

If you are interested in participating in the Executive, contact Denis MARTIN at Tel: 695-3371, Fax: 630-5400.

## WELCOME TO OUR NEW MEMBERS

Randy BONNEVILLE  
Powertex Inc  
Rouses Point, NY

Ronald LEBLANC  
Canadair  
Montreal, Qc

Alain WITTY  
Wit Technologies  
St Hyacinthe, Qc

Denis GREGOIRE  
Multifoam Products  
St Nicephore, Qc

Francois BRUNEAU  
DMR Group Inc  
Kirkland, Qc

John LONGAIR  
Conference Board of Canada  
Ottawa, Ont

A. WOODEN  
Cygnus Technology  
Fredericton, NB

Lucie GRENIER  
Nevacor Chemicals  
Montreal, Qc

M. CORRIVEAU-  
GOUGEON  
Bell  
Montreal, Qc

Lucette MEUNIER  
Bell Canada  
St Lambert, Qc

Richard ZIZIAN  
Z-Spec Intl Inc  
Kirkland, Qc

T. NARAYANAN  
Kamraj Consultants  
Lasalle, Qc

Mira GAUVIN  
Hopital N.-Dame  
Montreal, Qc

Richard POTHIER  
Greenfield Park, Qc

Ian CALDER  
Training Services Int'l  
Red Bank, NB

He Thi NGUYEN  
Siemens Electric Ltd  
Pointe Claire, Qc

Marc GRANIC  
Northern Telecom  
Nepean, Ont

Glenda RODD  
Dept Tourism & Parks  
Charlottetown, NS

Curtis GOLD  
American Iron & Steel  
Montreal, Qc

Lise REMY  
Laboratoire Eco-CNFS  
Boucherville, Qc

Jatindra KANUNGO  
Wabush Mine  
Sept-Iles, Qc

Marc THIBAUT  
Bell Canada  
Longueuil, Qc

Alain LAFOND  
Bell Canada  
Longueuil, Qc

Donald WILSON  
Canadian General Stds  
Ottawa, Ont

T. TSE-HING-YUEN  
Northern Telecom  
Kirkland, Qc

## TOTAL QUALITY IN HEALTH CARE

By J.P. Amiel

**T**hose of us who braved the third 21cm snow storm of the season were delighted to discover that Total Quality Management (TQM) has made some interesting inroads at the Montreal General Hospital (MGH), the oldest teaching hospital in Canada (founded in 1821) and one of the region's largest hospitals. It has a staff of 3500 with over 600 affiliated doctors.

**T**hey have had a QA program in place since 1985 but wanted to profit from all the benefits touted for TQM, specifically improving their "product" quality and meeting financial constraints. Following a major organizational change in 1991, top management gave the go ahead for the development of a TQM program, making MGH the first hospital in Quebec to embark on that route.

**I**t was decided to develop the program through projects. The first attempted and completed was the improvement of patient and laboratory results transportation, critical hospital operations. It was begun in March 1992 and involved 10 persons from a cross-section of departments.

**T**he approach involved Focus groups and PDCA philosophy. It involved preparing a video to allow a walk-through experience showing problems associated with the processes, client and patient surveys, flow charting and cause-effect analysis, and plenty of progress analysis information bulletins to address typical suspicion of activities from other employees and unions.

**R**esults were encouraging as it allowed to better understand internal transport processes, identify delays and their reasons, improve scheduling, equipment improvement needs and priority requirements. It also resulted in the valorisation of porters and increased employee participation.

**M**rs Vaughn was delighted, as we were, at this opportunity for exchange on TQM. She was recently appointed to a special task force by Health and Welfare Canada to develop TQM guidelines for Canadian hospitals and further invites your comments and suggestions at:  
(514) 937-6011 ext. 4938.