



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



**1991-92**  
**LEVEL IV**  
**TOP ACHIEVER**

American Society for Quality Control

**NEWSLETTER**

**APRIL 1993**

**Vol. 43 No. 4**

**OFFICERS 1992/93**

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**ANNUAL MEETING**

**Place:** **HOLIDAY INN AEROPORT**  
 6500 Montee de Liesse  
 Dorval (Tel: 739-3391)

**Date:** 21 April 1993

**Time:** 6:00 PM Cash bar  
 6:30 PM Supper

- 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
  7. Varia

**Cost:** \$15 per person

**Reservations:** N. Kalia, (514) 633-1000

**From the East:** Take the Hickmore exit and pass under the autoroute.  
**From the West:** Stay on the service road.

Come and meet your present Executive and sign-on for next year's. We need your help and suggestions to maintain the roster of activities going.

## QUALITY SAMPLES

Concordia University's Continuing Education Department will be offering further courses in the new program on quality. For more detailed information call them at (514) 848-3603.

- Q -

Forty persons exchanged their beef on the need for qualification of suppliers over a good dinner. Supplier partnerships and qualifications were hotly debated. I hope that you found it interesting and will want to participate at other activities in the future.

- 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.

- 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 -

Congratulations to Hung CHEN, Daniel CORBEIL, T. Earl FORGERON and Graham REYNOLDS who have obtained their Certified Quality Auditor qualification. They are amongst the 1,268 new CQAs. When's your turn?

- Q -

Our next event is a small workshop on Empowerment on May 25 at the STCUM training center. It will be a joint conference with the Section Quebecoise and we look forward to seeing you there. Look for details in this Newsletter.

- Q -

## WELCOME TO OUR NEW MEMBERS

A. ANTONIADIS  
Air Canada  
Mt-Royal, Qc

Ghislain CLARIS  
Berkline Inc  
Anjou, Qc

Anne-Marie GAGNON  
Techmire Ltd  
Anjou, Qc

Robert ARSENAULT  
Electrical Inspection Services  
Fox Creek Dieppe, NB

Sonia C. SEGATO  
Bush Boake Allen Canada Inc  
LaSalle, Qc

Susan HARRINGTON  
NCH Promotional Services  
Saint John, NB

Karim BEAMAR  
GE Locomotive  
Montreal, Qc

Louise B. VINCENT  
Marion Merrell Dow Canada  
Laval, Qc

Uma S. KHANNAN  
Arnica Engineering Co  
Dollard des Ormeaux

C. BAINBRIDGE  
Custom Fabricators &  
Machinist  
Kings County, NB

Dino De SANTIS  
Montreal, Qc

Marcel LaFLAMME  
Sherbrooke, Qc

B-M BECHARD  
U of Sherbrooke  
Granby, Qc

Michele A. DiLILLO  
Microelectronic Canada Ltd.  
Montreal, Qc

Robert ROBERSTON  
City of Fredericton  
Fredericton, NB

Daniel BOISVERT  
Bell Canada  
Montreal, Qc

Raymond E. DYER  
ICI Forest Products  
Montreal, Qc

Sam Sal BUCCI  
Nothern Telecom  
Montreal, Qc

## EMPOWERING EMPLOYEES

**Empowerment** is a business strategy to successfully address the three critical issues that every organization is constantly facing and can only be solved at every level of the organization:

1. How to do *more with less*;
2. How to meet growing needs to become more *adaptive to change*, more customer-oriented and more market-focused;
3. How to maintain a high *quality of worklife* in an increasingly competitive and unforgiving marketplace.

**Guests:** EFFI-QUAL (Management consultants)  
Joseph A. MAALOUF  
Pascal BOUSSARD

**Place:** STCUM  
8845 St-Laurent  
Montreal

**Date:** 25 May 1993

**Time:** 6:30 PM

**Agenda:**

- A brief presentation on Personal and Organization Empowerment.
- Overview of an approach which integrates work processes improvement with the in-depth reform of management practices and of the human system.
- An exchange of ideas around this subject.

**Reservations:** J.P. Amiel, (514) 280-5687

**From the East:** On the Metropolitan, take the Christophe-Colomb exit.

**From the West:** On the Metropolitan, take the St-Laurent exit, turn left at St-Laurent.

This is a joint activity with the Section Quebecoise. Our lecturers are bilingual and will answer all questions in both languages.

## WHAT'S AN ASSOCIATION FOR, ANYWAYS?

By J.P. Amiel

To this year's Executive thanks for a job well done. We understand the contentment of accomplishment when an activity is successful.

The 1992-93 season included another Satellite broadcast, succesful plant tours, interesting guest presentations and opportunities for informal exchange, a revitalization of Concordia's quality program, an increase in participation in CQE and CQA certification and in Section membership, renewed participation with our sister section and other groups. What a year.

Do YOU, our silent members, understand the purpose for these events? Why do quality professionnals bother to organize meetings?

How do you learn about new approaches in quality improvement techniques from those who are doing it? How do you get a chance to meet those who may have found solutions to the same problems you are struggling with? What do others use to inspect and test their products or services? What kind of system do they use and how do they get their employees to use it? What is ISO-9000, is it for my company and why should companies be certified? How did they set up their programs?

Can we help you answer these questions? First you have to participate at your meetings. Then, you should volunteer to help organize those answers. We have been working for you for almost 45 years. If you want to continue this tradition of quality improvement, you must share your time.

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**Come to the Annual meeting on April 20 and make *your* recommendations on future activities or contribute your time to an Executive position.**

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