

ASQC
Montreal Section 0401
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American Society For Quality Control

NEWSLETTER

SEPTEMBER 1993

VOLUME 45 NO. 2

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CHAIRMAN'S COLUMN

As October approaches our thoughts turn to National Quality Month (NQM). This year the section will be hosting two (2) events. On October 6, 1993 at 18H00 at Le Biftheque we will be kicking off National Quality Month with a dinner meeting featuring a speaker from North American Life from Toronto. See the ad for more details. The other event will be a satellite breakfast on October 18 at the same location. The broadcast is the premiere event of National Quality Month in North America. This event is jointly sponsored with the section Quebecoise. Our local speakers are Mr. Lorne Zakaib, President and COO of SNC Industrial Technologies and Mr. Gerry Davidson, Quality Manager of CAE. Gerry is also the local Chairman of the newest Association for Quality and Participation (AQP) chapter in Montreal. This group has been traditionally made up of current (not former) ASQC members. Gerry will be more than willing to talk with anyone about the AQP at the broadcast.

The theme from the U.S. for NQM is Empowerment Through Technology and in Canada; Quality: Canada's Shared Mission. The cost for this event has been reduced from last year by \$50 per person! There are only 150 places available so please register early to avoid disappointment. The past year's events have drawn people from various sectors of industry and government. Come out and make this event a huge success.

October is also the time for the federal election. The section is officially neutral so we will not endorse any political party or leader. I mention the election only because at this time all politicians practice their Customer Service techniques. They will try to figure out what their constituents want and then deliver via the famous line "when I get elected...". The election will be more interesting watching it from this perspective.

If you have any comments or suggestions please address them to D. Martin, newsletter editor.

Charles Altman, ing.
Chairman



1992-93
LEVEL IV
TOP ACHIEVER

For more than 20 years Positron has been designing and manufacturing state-of-the-art telecommunications equipment including Enhanced 9-1-1 emergency response systems. Focusing on innovation, our dynamic customer-oriented approach is supported by outstanding engineering, manufacturing and marketing expertise.

We currently have a career opportunity available for :

DIRECTOR QUALITY ASSURANCE

who will lead the organisation in the ISO - 9001 implementation and certification process. This senior manager, reporting to the President, will also provide ongoing management of the quality assurance team in the manufacturing area.

You are a qualified candidate if you have a minimum of five (5) years' experience in Quality Management, solid leadership and communication skills, are bilingual and have successfully implemented ISO or AQAP certified quality programs. An engineering background is a definite asset.

If you feel that you can contribute to our continuing success, we invite you to mail or fax your résumé to our Human Resources Department.

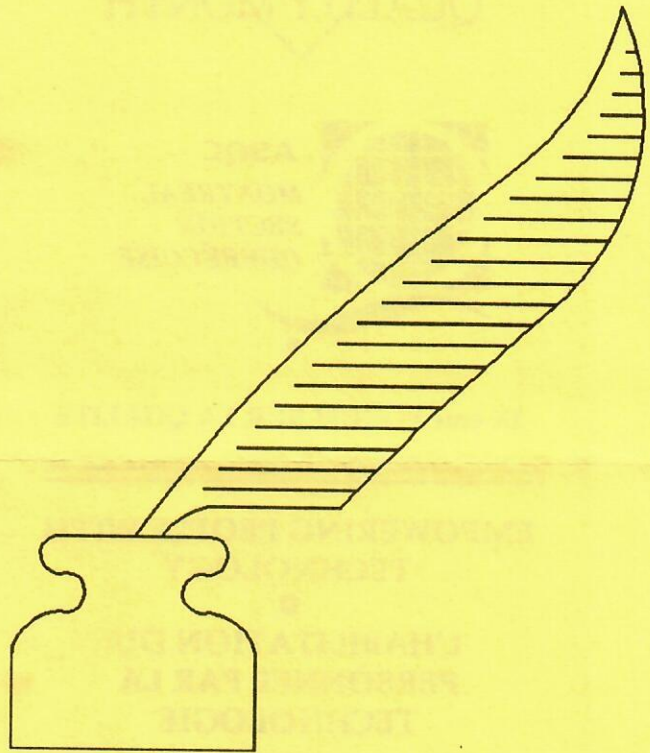
**POSITRON INDUSTRIES INC.
5101 Buchan Street
Montréal, Québec
H4P 2R9**

Fax : (514) 731 - 8662

October Section Meeting

On October 6, the Section will be kicking off Quality Month at the Biftheque restaurant, 6705 Cote de liesse. Mr. Pierre Barbeau of the North American Life Assurance Company will speak on behalf of this year's Canadian Quality Month Sponsor. The meeting is planned to begin at 6:00 pm and will cost 25 \$.

For more information contact Gilbert Coll at 855-4554.



1993 TENTATIVE PROGRAM SCHEDULE

<u>DATE</u>	<u>ACTIVITY</u>
SEPTEMBER 13	GOLF TOURNAMENT - Montreal and Quebecoise Sections
SEPTEMBER 22	PLANT TOUR C.A.E.
OCTOBER 6	QUALITY MONTH KICK OFF - Le Biftheque
OCTOBER 18	SATELLITE BROADCAST - Le Biftheque
NOVEMBER	TQM PRESENTATION - G. Quaid, Location TBD
JANUARY	JOINT AQQ EVENT - ISO 9000
FEBRUARY	"QUALITY IN THE AEROSPACE INDUSTRY"
MARCH	JOINT MEETING WITH SECTION QUEBECOISE
APRIL	GENERAL ASSEMBLY

MOIS DE LA QUALITÉ
1993
QUALITY MONTH

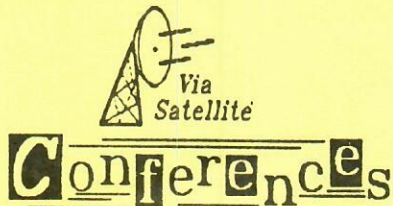


IX ème FORUM SUR LA QUALITÉ

EMPOWERING PEOPLE WITH
TECHNOLOGY

L'HABILITATION DU
PERSONNEL PAR LA
TECHNOLOGIE

QUALITY FORUM IX



American Society for Quality Control (ASQC)
Montreal Section / Section Québécoise

EMPOWERING PEOPLE WITH TECHNOLOGY

Le Bifthèque - October 18th 1993

QUALITY FORUM IX

Name: _____ First Name: _____

Representing: _____

Address: _____

Postal Code: _____ Telephone: _____ Fax: _____

Member: Section Québécoise Montreal Section No _____ Other

Costs: AM: Quality Forum Satellite Broadcast \$75.00 (\$100.00 at the door, subject to availability) PM: "Empowering Your People" Seminar & Luncheon \$95.00 (Reservations required)

Registration: ASQC (MONTREAL)
337 de Gentilly est
Longueuil, Quebec, J4H 1Y7

RENSEIGNEMENTS GÉNÉRAUX
GENERAL INFORMATION

Where/Lieu: Le BIFTHÈQUE
6705 Côte de Liesse, Ville St-Laurent
(514) 739-1173

Date: 18th October 1993
18 octobre 1993

Coûts des activités / Costs:

1. Transmission satellite / Satellite broadcast:

\$ 75.00 Before/ Avant le 30 septembre 1993
\$100.00 À l'entrée / At the door
(Subject to availability)
(Selon la disponibilité)

IL N'Y A QUE 150 PLACES.
THERE ARE ONLY 150 SEATS.

2. Optional afternoon seminar on Mobilizing
employees. Séminaire optionnel l'après-
midi sur la mobilisation du personnel.

\$ 95.00 (Reservations)

THERE ARE ONLY 100 SEATS.
IL N'Y A QUE 100 PLACES.

~ ~ ~

Please remit payment by cheque payable to
ASQC MONTREAL with the registration form.
NO PURCHASE ORDERS WILL BE ACCEPTED .

Prière de remettre votre chèque à l'inscription
et de le libeller au nom de ASQC MONTREAL.
AUCUN BON DE COMMANDE ACCEPTÉ .

PROGRAM - PROGRAMME

~~~~ Montréal ~~~~~	
07:00	Registration (Buffet Breakfast) / Inscription (Déjeuner buffet)
09:00	Ouverture: Allocution des présidents / Welcome address: Chairman Lorne ZAKAIB, President & COO, SNC Industrial Technologies Gerry DAVIDSON, Manager Hardware, CAE Electronics TBA, North American Life Assurance Co.
~~~~ Washington ~~~~~	
10:00	Welcome and introduction James B. HAYES, Publisher, Fortune Magazine
10:07	Empowering People With Technology Moderator: Dr Gary SCHULMAN, Partner, Management Partners Inc. Panel: Edward C. JOHNSON 3rd, Chairman & CEO, Fidelity Investments, Chairman, National Quality Month Andrew GROVE, Chairman, Intel Corporation
10:45	Putting Performance Back Into Improvement
11:05	Maximizing Technology With Empowered People William E. BRADFORD, President & CEO, North American Life Assurance Co. Chairman, Canada Quality Month
11:15	Break / Pause-santé
11:25	Cultural Factors That Influence Performance The Walt Disney Company
11:45	The Voice Of American Workers a) ASQC/Gallup Survey Jack WEST, President, ASQC b) The Stuff Americans Are Made Of (sm) Robert C. STEMPEL, Chairman, American Quality Foundation
12:05	Empowering People With Technology: A Practical Perspective Moderator: Dr Gary SCHULMAN, Partner, Management Partners Inc. Panel: Emmit McHENRY, President & CEO, Network Solutions Ellyn McCOLGAN, Executive Vice President, Fidelity Investments John WHITE, Dean of Engineering, Georgia Institute of Technology
12:30	The 1993 Malcolm Baldrige National Quality Award Winners Senior official, US Department of Commerce
12:55	Empowering People With Technology: A Reprise Edward C. Johnson 3rd, Chairman & CEO, Fidelity Investments
13:00	Closing / Clôture
~~~~ Montréal ~~~~~ Séminaire optionnel -- Optional Seminar ~~~~~	
13:10	Luncheon / Diner
14:10	"Mobilizing employees for a shared responsibility and partnership" "La mobilisation des employés pour la responsabilité partagée et le partenariat" Joseph MAALOUF et Pascal BOUSSARD, EFFIQUAL
17:30	Cloture / Closing

NB: Les conférences de Washington seront diffusées en anglais seulement. Program and speakers subject to change.  
Le programme et les conférenciers peuvent être modifiés.

### OPTIONAL SEMINAR

#### **"Mobilizing employees For A Shared Responsibility And Partnership"**

Most organizations are searching for successful responses to the challenges imposed on them by the changing economic and social realities. Over the last couple of years, empowerment has received growing attention as a new alternative. The seminar consists of a presentation and various group workshops to provide participants with a forum for:

- Defining empowerment as a management strategy, and dispelling some confusion around this notion;
- Strengthening purpose, clarity and direction during the transition;
- Exploring practical ways to incorporate personal visions into the workplace;
- Analysing how to create real accountability and ownership.

**Animation / Presentation**  
**Joseph MAALOUF & Pascal BOUSSARD,**  
**Effiqual Management Consultants.**

**\$ 95.00** Lunch & seminar - Diner & séminaire

## ASQC/Gallup Survey Results: Available After Oct. 18

The results of the '93 ASQC/Gallup survey on quality will officially be released at The Quality Forum IX on Oct. 18. The complete survey and a summary of the survey results can be obtained from ASQC headquarters after this date.

## Media Kit Promotes Forum, NQM

In an effort to increase awareness for National Quality Month and The Quality Forum IX, an NQM media kit will be sent to major newspapers, magazines, and television and radio stations throughout the country in mid-September. The kit includes press releases about The Quality Forum IX, a copy of the 1993 ASQC/Gallup survey summary, biographies of Forum speakers, and other valuable information that will aid in promoting quality awareness.

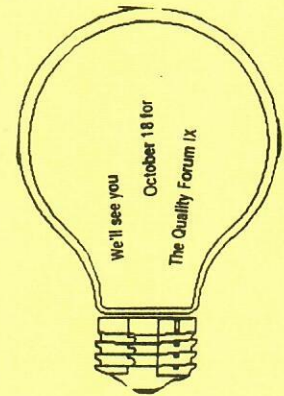
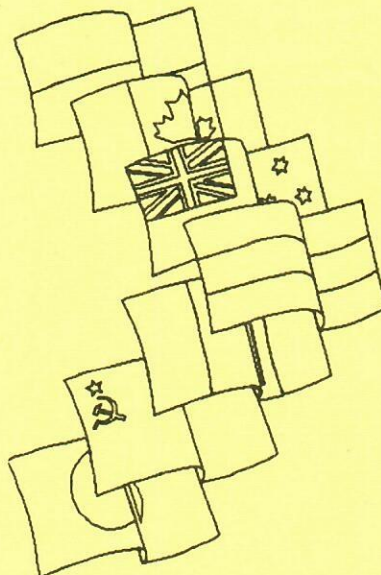
The NQM media kit was compiled by Helaine Hickson of ASQC's public relations department. If you would like to receive a kit to help you publicize your event locally, please contact Helaine before Sept. 14 at 800-248-1946, ext. 7854. Quantities are limited.

## Free ASQC/FORTUNE Supplements

Learn how the most innovative and forward-thinking companies are responding to the challenges of competing in today's international marketplace. This year's ASQC/FORTUNE supplement, titled "Quality '93: Empowering People With Technology," will feature case studies and anecdotes about what corporations are doing to be ranked among the best of the best.

Some advertisers for the supplement include: AT&T, ABB, AMP, Bjelland Dahl & Partners, British Royal Mail, Chrysler, Coca Cola, Fidelity Investments, General Motors, Gunneson Group, KPMG Peat Marwick, Martin Marietta, NEC, New York Life, ODI, SAS, Swissair, The New England, and Walker: CSM.

If you would like to receive a FREE reprint of the supplement, call ASQC's customer service department at 800-248-1946 and request item B0456. Although reprints won't be available until Oct. 1 you may request a copy now and it will be shipped as soon as it is available.



## Quality Forum IX Videotapes

The full-length videotape of The Quality Forum IX will be available Nov. 15. The videotape will run approximately three hours and will include the complete presentations made by Forum speakers. (Please refer to the Forum agenda included in this *Bulletin* for speakers and their topics.)

An edited version of the Forum videotape, featuring highlights of some of the major speeches, will also be available. The edited videotape is approximately 30 minutes long and will be available Dec. 15.

Although the videotapes will not be available until after the Forum, you may place an order now, and they will be shipped as soon as they arrive at ASQC's distribution center. To place an order, call ASQC's customer service department at 800-248-1946.

Prices and item numbers are:

Full length videotape (VHS only):

Item TA911.

List price: \$99.95 each.

Member price: \$89.95 each.

Edited videotape (VHS only):

Item TA912.