

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

American Society For Quality Control

NEWSLETTER

DECEMBER 1993

VOLUME 45 NO. 3

OFFICERS 1993/94

Chairman:

Charles ALTMAN
GFI Inc.
630-4977

Vice-Chairman:

Inteaz ALLI
McGill University
398-7920

Secretary:

Sam WEISSFELNER

Treasurer:

Rob FAIRBAIRN
Professional Pharmaceutical
631-7710

Newsletter:

Denis MARTIN
Avon Canada
695-3371 ext 2457

Examining:

Alok BATTACHARYA
Canadian Marconi
341-7630 ext 4237

Education:

David TOZER
694-2830

Youssef YOUSSEF

Ecole de Technologie Supérieure
269-8880

Membership:

Charles CHEUN
CP Rail
395-5680

Programs & Arrangements:

Gilbert Coll

Paola L. HAWA

SMP Coordinator:

Nutan KALIA
Securplex Technologies Inc.
633-1000 ext 3136

Directors:

Jean-François AMIEL
STCUM
280-6004

Joan KAHN

McGill University
937-8890

Associates:

Raymond DYER
ICI Forest
397-6190

Douglas MORGAN
Kraft General Foods
856-5038

Armand TRAHAN
Trans Continental Printing
637-6041

CHAIRMAN'S MESSAGE

This year has been very different from others. There have been major political and economic changes both here and abroad. It is hoped that all this will be for the better. If anyone has a crystal ball let me know the results!

The Section Executive is working hard to provide as much timely information as possible. In this light there are presently "Evenings" being planned on the Topic of ISO 9000. These sessions are more on the practical "how you do it" method than on theory and discussion.

On the education side, Concordia will be offering more courses in Quality this winter. Call them for information at 848-3600. The Executive is also planning to offer CQE and CQA prep courses for the exams planned for June '94. You will be kept informed on the schedules and cost in future newsletters. The program at ETS is going very well. An advertisement for their program (registration is in June) will be published soon.

As in this and previous newsletters, we are helping with employment opportunities for our members. If your company has an opening in the Quality field, please contact Denis Martin at 695-3371 to place an ad in upcoming newsletter issues.

As 1993 is ending, I would like to wish all our members and those serving on this year's Executive Committee a very Merry Christmas, a Happy New Year and the hope that 1994 will bring all of us peace, health and prosperity.

Chuck Altman, ing.

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, and more recently, a fiber-optics access. Focusing on innovation, our dynamic customer-oriented approach is supported by outstanding manufacturing and marketing expertise.

We currently have career opportunities available for :

QUALITY ENGINEER

You will have the responsibility to implement and manage a design and test assurance quality system in accordance with ISO-9001 in both the software and hardware development areas. Your background should include a Bachelors degree in Engineering with a minimum of 5 years of experience in the quality engineering discipline, preferably in the communications industry. Bilingualism is a definite asset.

QUALITY CONTROL MANAGER

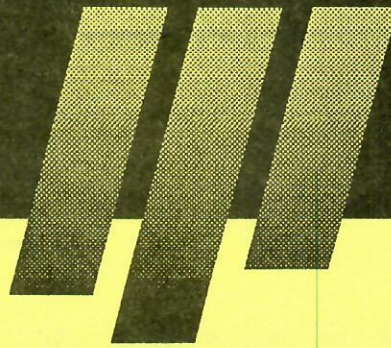
You will have direct responsibility for incoming, in-process and final inspection, in addition to floor surveillance, production test monitoring, management of SPC and inspector training. As chairperson of the Material Review Board (MRB), you will be responsible for material disposition in an ISO 9002 environment. You have a certificate in electronics, electrotechnology or equivalent, and a minimum of seven (7) years of experience in an electronics manufacturing environment including three (3) years in a supervisory role. Ideally, you are fluently bilingual.

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

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

Fax : (514) 731 - 8662





REGULATORY AFFAIRS & QUALITY ASSURANCE MANAGER

Established Montreal-based medical products distributor with rapidly growing export sales to the United States is now expanding its medical device manufacturing operations.

To secure our growth, we seek an experienced individual to assume full management responsibility for Regulatory Affairs and Quality Assurance; including development, implementation, and maintenance of a Quality Assurance Program.

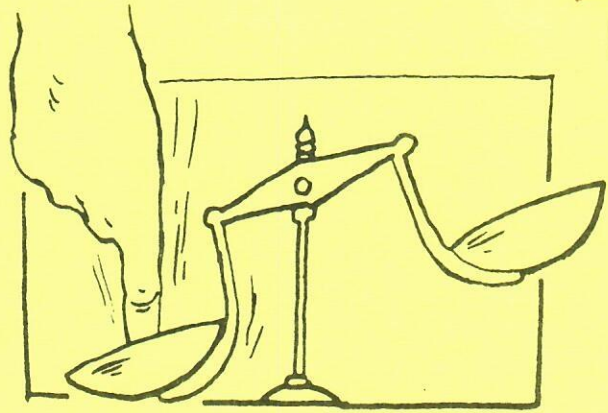
With a minimum BA/BS in the physical or biological sciences, the ideal candidate must have a thorough knowledge of current U.S. FDA GMP requirements and five years RA/QA experience with the manufacturing of medical devices requiring sterilization (experience with Gamma preferred).

Additional areas of responsibility include GMP training, SOP development, regulatory filings, and both internal and external audits.

Position reports to the President, offering a competitive salary package commensurate with experience. Submit your resume and salary history in confidence to:

Robert Oringer
Succursale St-Laurent, C.P. 5195,
Montreal, QC H4L 4Z8

ISO 9000 News



The Montreal Section of the ASQC wishes to announce that Roger Guitar has been appointed the ISO co-ordinator.

The purpose of this position is to inform members of ISO related activities and requirements and answer any questions that you may have.

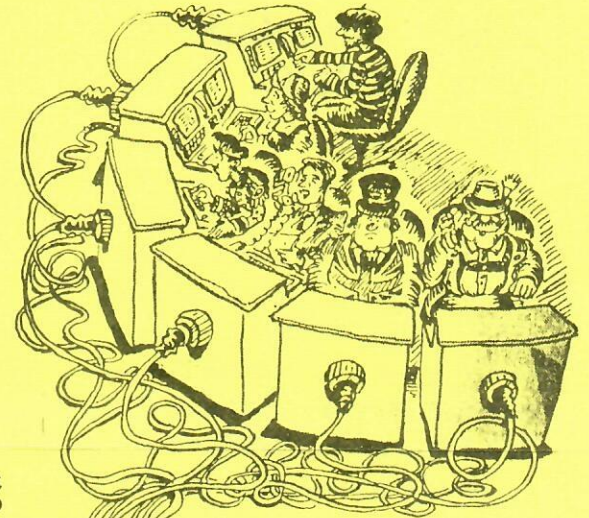
Roger has been a member of this section of the ASQC for over twenty years and has been active in various committees. He may be reached at (514) 699-1134.

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.





Teamwork more the norm on the job

POST NEWS SERVICES

A survey conducted by the Gallup Organization for a quality trade group indicates that a majority of American employees are involved in work teams, and that they feel empowered to make important decisions pertaining to their jobs.

"This survey gives us new confirmation of a fundamental change taking place in the American workplace," said Jack West, president of the American Society for Quality Control. "Teamwork is becoming firmly rooted as a way of life and a vehicle for employees to feel more empowered. Quality improvement is proving to be an effective catalyst for this change."

Eight in 10 full-time workers report some form of team activity occurring in their workplace, and where it does occur, two out of three employees report that they participate in team activity.

Among team participants, 84 percent report being involved in more than one team. And two-thirds of team participants say their involvement with teams represents their normal working

group instead of being in addition to their regular duties.

Employees involved in teams say the main goal of their team is quality, 40 percent; efficiency/productivity, 22 percent; profitability, 8 percent; and cost reduction, 5 percent. Additionally, one in 12 say all of the above goals are included in their team's mission.

Team participants are focused on issues of importance to their businesses. For example, 57 percent of team participants say that achieving performance is most important to the team, while 22 percent say enhancing communications is important to the team. Eleven percent report that promoting trust is important to the team, and 7 percent say getting the right chemistry was important to the team.

"The strong emphasis on team performance is a welcome finding. Let's not forget that quality activities need to focus on results. Some quality efforts have been criticized as little more than 'feel-good' programs rather than contributing to strategically focused business activities. This tells me the majority of teams have a realistic sense of priori-

ties," West said.

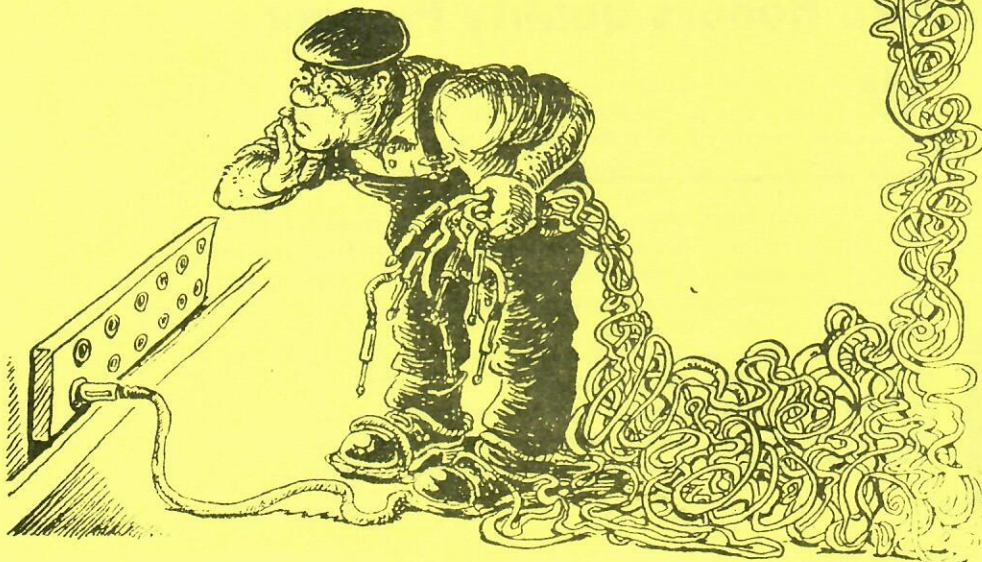
Employees surveyed report feeling more empowered to make important decisions on the job.

Seventy-four percent of workers say they've been asked to be involved in making decisions about significant aspects of their job. In 1990, 66 percent said they had been asked to make decisions.

Employees report varying degrees of empowerment as they relate to specific actions taken to satisfy customers.

For example, 83 percent say they feel empowered to stop work in progress; 81 percent would intervene on behalf of a customer; 61 percent would make an exception to formal procedures or would rework a product or service; 37 percent would replace merchandise; and 26 percent say they feel empowered to refund money or authorize credit.

Gallup conducted telephone interviews between July 15 and Aug. 5 with 1,293 adults employed full-time. The margin of error is plus or minus three percentage points.



More Questions and Answers on the ISO 9000 Standard Series and Related Issues

National Technical Information Service, Springfield, VA 22161; (703) 487-4650, orders only; (800) 553-6847; Fax (703) 321-8547. Order by PB# 93-140689, \$19.50 prepaid plus \$3.00 for shipping and handling.

More Questions and Answers on the ISO 9000 Standard Series and Related Issues is a sequel to a widely distributed NIST report on quality standards. Special attention is given in the new report to ISO-9000-related events within the European Community (EC) that might affect U.S. trade. It provides information on the EC conformity assessment scheme, quality system registration/approval, and the distinction between quality system certification and quality system registration.

Other important export-related topics include the impacts of the EC product safety and liability directive on quality system approvals and explanations of who will be able to conduct mandatory EC quality system approvals.

The report describes the federal government's use of ISO 9000 standards, how to select a quality system registrar, and accreditation programs of the Registrar Accreditation Board (an affiliate of the American Society for Quality Control) and other foreign accreditation bodies.

Also provided is a history of quality standards, starting with the creation of a quality management program by the U.S. Department of Defense in 1959 through the publication of the ISO 9000 Standard Series in 1987 and its acceptance that same year by ANSI/ASQC. In March of this year, the U.S. Army, Navy, and Air Force authorized the "prudent use" of the ISO 9000 standards as an interim measure, pending further study.

The report lists contact points for additional information on domestic and foreign standards, regulations, and quality system registration/accreditation activities. It also includes a list of standards-related and conformity assessment directories published by the NIST.

The Quality Forum IX Edited Videotape Is Now Available

The edited videotape of The Quality Forum IX is now available for sale through ASQC. The videotape runs approximately 30 minutes and features excerpts from some of the speeches. To purchase a copy of the videotape, call ASQC's customer service department at 800-248-1946 and request item TA912. ASQC member price \$49.95; list price \$59.95.

The full-length videotape of the Forum is also available. Running time of the videotape is three hours and includes the entire Quality Forum IX. Full-length videotapes may be also be purchased by calling ASQC. Ask for item TA911. ASQC member price \$89.95; list price \$99.95.

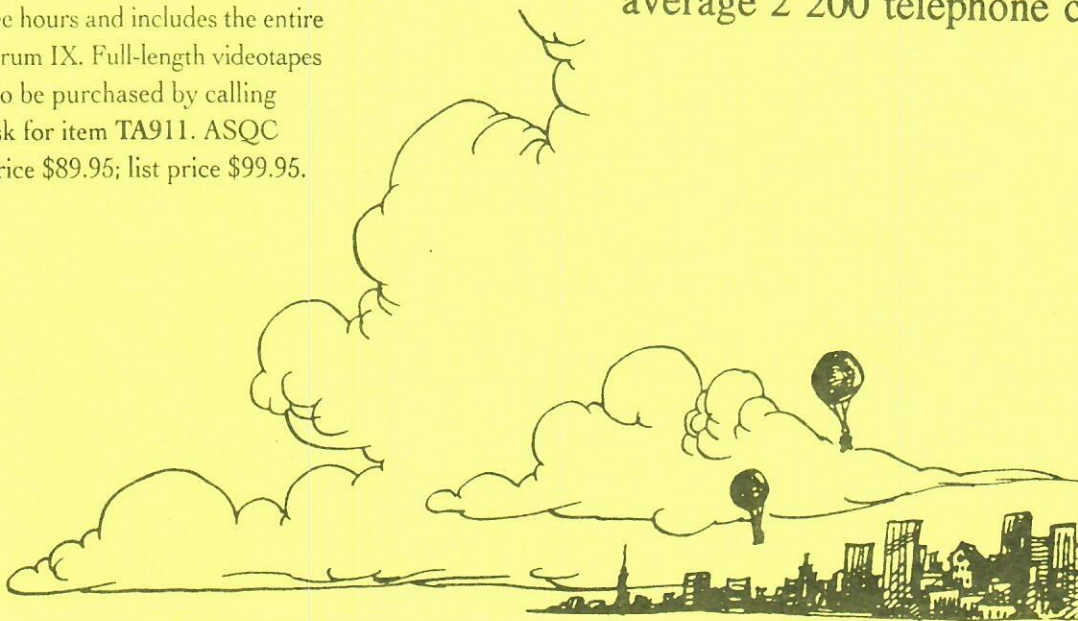
ASQC STATISTICS

We now number 110 000 members with a total of 51 000 Certifications !

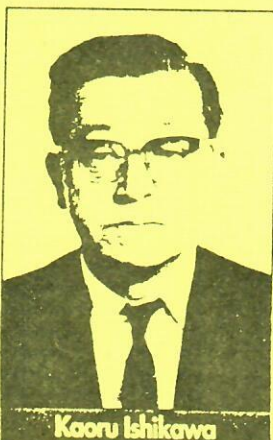
We have 1 000 Sustaining members !

There are 21 Divisions and 4 Technical Committees !

Headquarters receives daily on average 2 200 telephone calls !



New Award Honors Quality Pioneer



While plenty of rewards exist for productivity improvements through quality processes, until recently those who used a humanistic approach to quality were rarely acclaimed. The Ishikawa Medal, a new award from the American Society for Quality Control (ASQC), might change all that by recognizing outstanding achievements in the human side of quality.

The Ishikawa Medal honors Kaoru Ishikawa, the Japanese businessman widely credited for the creation of the quality circles movement, for his dedication to promoting a humanistic approach to improving quality. "We're looking for the person or team who has gone much farther than just improving product quality," says Bob Tate, a fellow of the ASQC.

The ASQC will present the Ishikawa Medal for the first time at its Annual Quality Congress in May 1994 in Las Vegas.

Nominations are being accepted by the Ishikawa Medal Committee until Dec. 1. For more information about the nomination process, write Jodi Bernard, Team Leader, Nomination Task Force, Vita Mix, 8615 Usher St., Cleveland, OH 44138.