

ASQC
Montreal Section 0401
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American Society For Quality Control

NEWSLETTER

AUGUST 1994

VOLUME

NO.

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SCHEDULE OF EVENTS FOR 1994

SEPT. Quality in Health Care
Coordinator - R. Dyer

OCT. Quality Month Activities
Coordinator - C. Altman

NOV. Quality Management with Geoffrey Quaid
Coordinator - P. Hawa

DEC. ISO Round table
Coordinator - P. Hawa and R. Dyer

Our calendar of activities and events is being finalized by the Programs and Arrangements committee. Details will appear in upcoming newsletters regarding time, place and guest speakers when applicable.

Your section has a large contingency of members active in each committee and sub-committee. A listing will be published in the next newsletter.

With the number of people engaged in activities, the coming year promises to be most interesting, exciting and informative.

Activities for 1995 will be announced as soon as they become available.

ISO NEWS

THE MEDICAL DEVICE INDUSTRY AND ISO 9000

The FDA is proposing to reorganize the structure of the device CGMP regulations (current Good Manufacturing Practices) and to modify some of their language in order to harmonize them with international quality standards. The FDA is proposing to relocate and combine certain requirements to better harmonize them with specifications for quality systems in the ISO 9001 quality standard, and use as much common language as possible to enhance conformance with ISO 9001 terminology.

The EC intends to harmonize all marketing requirements for products and services sold to the EC countries to ensure free trade among these countries. This action will effectively create a huge common market of over 320 million people.

Harmonization of device requirements within the EC will be accomplished through the issuance of directives that specify the essential requirements that must be met in order to market devices in the EC. Both horizontal standards, applicable to broad categories of products, and vertical standards, which are product specific, will be used in demonstrating conformity with the requirements to the directives. Harmonized quality systems of good manufacturing practice requirements are among the horizontal standards that will be applicable to medical devices.

By Farid F. Soliman, B.Sc CHM

QUALITY FORUM X OCTOBER 25, 1994

THEME: EN ROUTE VERS L'AN 2000: COMMENT CERER LA QUALITE POUR VOTRE SUCCESS DE DEMANDE.

SCHEDULE:

7H30 - 8H00	BREAKFAST
8H00 - 9H10	INTRO
8H10 - 8H30	ALEX HARPER PAST CHAIRMAN MONTREAL BOARD OF TRADE
8H30 - 9H30	RENE PICARD PDG GEC ALHSTROM TMD
9H45 - 10H00	BREAK
10H00 - 11H30	SATELLITE BROADCAST
11H30 - 11H40	BREAK
11H40 - 13H00	SATELLITE BROADCAST
13H00	END

**COST: BREAKFAST \$40 MEMBERS; \$50 NON-MEMBERS
SATELLITE BROADCAST \$30 MEMBERS/NONMEMBERS
TOTAL: \$70.00**

CONTACT FOR REGISTRATION: TO FOLLOW

LOCATION: HOLIDAY INN, LONGUEUIL, QUEBEC

Preliminary Agenda The Quality Forum X

"Quality 2000: The Next Decade of Progress"

Tuesday, October 25, 1994

10:00 a.m. to 1:00 p.m. EDT

(agenda and speakers subject to change)

Opening

Joan Yates

Project Manager, System Dynamics Project,
Catalina Foothills School District,
Tucson, AZ

Welcome

Alex Trotman

Chairman, Ford Motor Company
Chairman, National Quality Month

Joseph M. Bress

Director, Governor's Office of Employee
Relations, New York, NY

Stu Arnold

Publisher, *FORTUNE*

Sister Romaine Neimeyer, SCC

President & CEO, Holy Spirit Hospital,
Camp Hill, PA

Ford Quality Story

Alex Trotman

Systems Thinking Presentation

American Customer Satisfaction Index

B. Joseph White

Dean, University of Michigan School of
Business

Transformations to Quality Organizations

John Pepper

President, The Procter & Gamble Company

10 minute Break

International Relationships

Frank McKenna

Premier of New Brunswick, Government of
New Brunswick, Canada
Chairman, Canada Quality Month

Panel Discussion: Quality Is Everybody's Business

Opening:

Findings of the ASQC/Gallup Survey

David Luther

President, ASQC

On the Road With Quality Improvement: A Challenge

Jackie Stewart, Race Car Driver

David Luther joins other panel members:

Adjournment

Messages from past National Quality Month sponsors will be interspersed throughout the program.



ISO 9000 QUALITY SYSTEMS TRAINING

SGS ICS Canada Inc., a wholly owned subsidiary of SGS Canada Inc., offers Assessment, Registration and Training services to the ISO 9000 series of Standards. The SGS ICS group of companies has affiliated offices in North America, South America, Europe and Asia/Pacific. Collectively, we have registered over 4000 companies.

1994 COURSE SCHEDULE

Documentation and Implementation

June 6th - 7th	Toronto
July 19th - 20th	Toronto
August 22nd - 23rd	Toronto
September 8th - 9th	Montreal
October 5th - 6th	Toronto
November 21st - 22nd	Vancouver
December 8th - 9th	Toronto

Lead Assessor, IQA/RAB Approved

June 20th - 24th	Edmonton
July 11th - 15th	Toronto
August 15th - 19th	Toronto
September 19th - 23rd	Toronto
October 24th - 28th	Toronto
November 14th - 18th	Montreal
December 12th - 16th	Toronto

Internal Auditor, 2 Days

June 13th - 14th	Toronto
July 6th - 7th	Toronto
August 3rd - 4th	Toronto
September 6th - 7th	Montreal
October 12th - 13th	Toronto
November 23rd - 24th	Vancouver
December 14th - 15th	Toronto

Additional Courses

ISO 9000 FOR THE SERVICE INDUSTRY	
October 19-20	Toronto
November 9-10	Toronto
December 8-9	Toronto
ISO 9000 Awareness	
ISO 9000 Executive Overview	
Introduction to TickIT	
TickIT Lead Assessor Course	
Introduction to BS7750 (Environmental Standard)	

All courses can be provided in house upon special request. Please call Gitte Jorgensen, Training Coordinator.

SGS International Certification Services Canada Inc.

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The Foundations of Quality:

The Koalaty Kid Program of
Allion Elementary School in
Ville LaSalle, Quebec



by

Joan Kahn and Frank Dottin *

August, 1994

A. The Allion Experience

In the past decade, quality improvement programs in industry have been widely implemented and publicized. Yet few people are aware that a unique, dynamic and highly successful quality program has also been developing in one of Quebec's public elementary schools--Allion School in Ville LaSalle. The **Koalaty Kid Program**, which was launched at this school in 1989, and which trains elementary school children in fundamental quality principles, shows promise of yielding important benefits both to Quebec industry and society as a whole. Such kinds of programs must be strongly encouraged and supported.

The Koalaty Kid Program is modelled after a project in Carder Elementary School in New York State, in which the students were motivated to read books to raise their overall literacy level--a basic pre-requisite to achieving higher levels of development and performance as adults. At the start, the Allion program was sponsored by Northern Telecom, with Dr. Emilio Falquero acting as the liaison between that corporation and the school. More recently, Dr. Joan Kahn has been assisting the school in its program.

The objectives of the program are to foster good work habits and positive attitudes on the part of the students, staff and volunteers; to encourage enthusiasm, pride, and a sense of self-worth; and to instill respect for themselves as individuals, and for the others with whom they work or play.

These objectives are promoted in part through the selection of a "Koalaty Kid of the Week", chosen from each class on the basis of leadership skills, attitudes and achievements. The "Koalaty Kid of the Week" assists the teacher in the classroom, helps fellow students, and carries out other tasks designed to instill a sense of social responsibility.

Another major emphasis in the Koalaty Kid Program is the Book Club. Students are encouraged to read books (both in English and in French), geared towards their respective grade levels. Because they are motivated to read not only in order to learn, but for their own enjoyment, students gradually build up a rich storehouse of knowledge and skills. A growing number of volunteers (which include parents, grandparents, friends, aunts and uncles), come into the school on a daily basis to listen to the students read, and to record the numbers of books read.

The most remarkable outcome of this program since its inception has been the sheer volume of books that students have been motivated to read. When the program first began, 500 books seemed to be an out-of-reach number for any one student. Yet, to date, two students at Allion have already read 2,000 books each. Collectively, Allion students, have read more than 200,000 books, yielding an average of approximately 120 books per child per year since the program began.

Another motivating aspect of the program is the PEP Rally, held three times per year, and designed to encourage "Pep, Enthusiasm and Pride" across the school. At these rallies, students sing special songs, celebrate birthdays, present skits, and are acknowledged for their achievements with such awards such as certificates, crests, T-shirts, caps, stuffed koala bears (the official mascot of the school and of the program), and lunch with the principal.

The success of the Koalaty Kid Program is further ensured by volunteers who assist in the library, office, classroom, choir and on field trips. These individuals also act as "ambassadors", carrying the quality values that are fostered at Allion School back to the home and to the community at large. In short, Allion is not merely an elementary school, it is a community committed to quality.

Although many aspects of the Koalaty Kid Program are easy to maintain within the school's operating budget, other aspects require external financial commitment. Recently, Allion was pleased to receive, in support of this program, a significant donation from the American Society of Quality Control (Montreal Division). However, in order to maintain a full program (including the purchase of awards for the children), the school administration must continually seek support from other sources as well.

The short-term benefits of the Koalaty Kid Program are clear: higher levels of reading in both official languages; an increased motivation to learn and to excel; and an opportunity to become vital and contributing members of society. The anticipated long-term benefits are equally exciting, for Allion School hopes not only to extend its quality improvement program to all aspects of its school management, but to create a "living model of excellence" in public school education, one that will inspire similar programs in other schools in Quebec and elsewhere.

The future beneficiaries of such programs are not only the high schools and universities that will receive these students, but the private and public sector industries and organizations in which these students ultimately will be employed.

B. Implications for Industry

Society is always in great need of strong and positive relationships, but it is especially in need of long-term links between education and industry. Since the educational sector provides industry with its future leaders, employees, clients, suppliers (and, in some cases, even its future critics), it must be kept informed of the needs and changing directions of industry. One way of achieving this is by having representatives from industry visit the school on a regular basis. The students would benefit from an opportunity to interact with positive role models from industry, while the visiting representatives would gain recognition, satisfaction, and renewed motivation through their active involvement with young students.

There are many other areas in which schools and the business community might cooperate:

- Corporate statisticians could provide the tools to help evaluate educational programs;
- Media industries could help draw attention to the need to improve the quality of education; and
- Service clubs and associations (many members of which belong to the business community), could help to promote and support Koalaty Kid initiatives.

There would be other bonuses as well. For example, teachers and school administrators would benefit from exposure to managerial techniques used in industry, while corporate visitors, in turn, would learn about innovative teaching methods and technologies that might be applied with good effect to job training--which is one of the most important cornerstones of industrial quality improvement programs. In summary, by taking steps to ensure a strong, sustained, and mutually supportive relationship between their two sectors, corporations and educational institutions can achieve a more panoramic and far-reaching vision of what quality really implies, not only for their respective institutions, but for society as a whole.

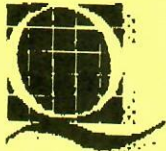
* Dr. Joan Kahn is on the executive committee of the American Society of Quality Control (Montreal Division). Mr. Frank Dottin is the Principal of Allion School (Sault-Saint-Louis School Commission). For further information about the quality improvement program at Allion School, readers may call either (514)-937-8890 (Dr. Joan Kahn), or (514)-595-2040 (Mr. Frank Dottin).

The May general meeting was held at Circocraft in Pointe Claire, and was well attended by our members.

Circocraft, a manufacturer of printed circuit boards, presented a training seminar and a tour of their state-of-the-art facility. The seminar showed how training needs are identified through process analysis and operator participation.

Many thanks to Circocraft for this most interesting evening.

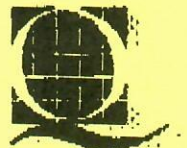
For those of you who are interested in golf, trying to improve your game, or just plain having a good time, don't forget our golf tournament.



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