



MONTREAL SECTION (0401)  
P.O. BOX 444,  
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QUEBEC, H9R 4P3



1993 - 1994  
LEVEL IV - TOP ACHIEVER

AMERICAN SOCIETY FOR QUALITY CONTROL

**OFFICERS 1994/95**

**Chairman:**

Inteaz ALLI  
McGill University  
(514) 398-7920

NEWSLETTER OCTOBER 1994 VOL. 46 NO. 3

REMINDER REMINDER REMINDER

**Vice-Chairman:**

Sam WEISSFELNER

OCTOBER IS QUALITY MONTH

(514) 696-5291

**Secretary:**

Robert FAIRBAIRN  
Professional Pharmaceuticals  
(514) 631-7710

REGISTRATION FORM  
QUALITY FORUM X AND BREAKFAST  
HOLIDAY INN, LONGUEUIL  
OCTOBER 25, 1994

**Treasurer:**

Nutan KALIA  
Ericsson Communications Inc.  
(514) 345-7900 ext. 2651

NAME:.....COMPANY:.....

POSITION:.....FAX #:.....

**Newsletter/ISO Coordinator:**

Roger GUITAR  
(514) 699-1134

TEL. #:.....

**Education:**

David TOZER  
(514) 694-2830

ADDITIONAL NAMES:.....

**Examining:**

Norman DICKINSON  
TRANSYS Networks Inc.  
(514) 736-1470

# PEOPLE:.....COST: \$70 pp  
ALL TAXES INCLUDED IN THE PRICE.

**Programs & Arrangements:**

Paola HAWA  
(514) 636-1933

TOTAL COST:.....

Raymond DYER  
ICI Forest Products  
(514) 397-6190

GST #: R129557567 PST #: 1006364833TQ0003

**Membership:**

Denis MARTIN  
Avon Canada  
(514) 695-3371 ext. 2457

YOU MAY PAY BY: VISA/MC/CHECK/MONEY ORDER.  
PURCHASE ORDERS ARE NOT ACCEPTED.

**SMP Coordinator:**

Douglas MORGAN  
(514) 856-5038

CREDIT CARD #:.....MC....VISA....  
EXPIRY:.....  
NAME ON THE CARD.....

**Koalaty Kid:**

Joan KAHN  
J. Kahn & Associates  
(514) 937-8890

CHECKS SHOULD BE MADE PAYABLE TO: AQQ MONTREAL

**Quality Month:**

Charles ALTMAN  
GFI Inc.  
(514) 630-4877

FAX THIS FORM TO: (514) 876-2436  
FOR MORE INFORMATION: (514) 876-7787

**Awards:**

Jean-Pierre AMIEL  
STCUM  
(514) 280-5412

ALL REGISTRATION FORMS MUST BE RECEIVED BY  
5pm WEDNESDAY OCT. 18, 1994  
CALL THE ABOVE TELEPHONE NUMBER FOR THE ADDRESS  
TO SEND YOUR CHECK

**Directors:**

Gilbert COLL  
SGS Certification Services  
(514) 695-3310

FOR SCHEDULE OF ACTIVITIES, SEE NEXT PAGE

Youssef YOUSSEF  
Ecole de Technologie Supérieure  
(514) 289-8860



QUALITY FORUM X    OCTOBER 25, 1994

SCHEDULE:

7H30-8H00	Breakfast
8H00-8H10	Introduction
8H10-8H30	Mr. Alex Harper, past chairman of The Montreal Board of Trade
8H30-9H30	Rene Picard, PDG GEC Alhstom T&D
9H30-9H45	Questions
9H45-10H00	Break
10H00-11H30	Satellite Broadcast
11H30-11H40	Break
11H40-13H00	Satellite Broacsast
13H00	End

Costs: Breakfast and broadcast: \$70 per person  
Breakfast only: \$40 members/non-members  
Satellite broadcast only: \$30 members/non-members

For registration, please complete the form on the previous page.

The September meeting "Quality in Health Care", held at the McGill Faculty Club was a most interesting event.

Dr. Normand Brassard gave a most interesting talk on the subject, and we owe him a sincere vote of thanks.

Unfortunately, the meeting was not well attended, and we would like to take this time to encourage our members to attend the functions that are organized by the Programs and Arrangements Committee. They work very hard on a voluntary basis to make all activities as interesting as possible for you.

Let's see more people turn up at our events.



THE MONTREAL CHAPTER OF THE AMERICAN SOCIETY FOR QUALITY CONTROL (ASQC) INVITES YOU TO A DISCUSSION ON:

"QUALITY IN THE REAL WORLD"

The guest lecturer will be Mr. Ken Kivenko.

Mr. Ken Kivenko was appointed President and Chief Executive Officer of Canadian Marconi Company June 1, 1994.

Mr. Kivenko graduated from McGill University in 1964 and has held senior positions within the aerospace industry for thirty years, most recently as Chairman of AlliedSignal Canada Inc., and president and CEO of AlliedSignal Aerospace Canada

Mr. Kivenko is a board member of the National Quality Institute and President of the Canada Quality Council. In 1993 he was granted the prestigious James C. Floyd award for life-long contributions to aerospace. He has authored texts in Quality Control and Inventory Management.

Date: Tuesday, November 8th., 1994

Place: Holiday Inn Crown Plaza  
\*Free parking at 363 Concord\*

→ 420 SHERBROOKE Q.  
18h30

Cost: \$30.00 per person (Lecture and Supper)

For reservations please contact: Paola L. Hawa (514)636-1933.

CERTIFICATION AND EXAMINATION NEWS

So far, five people have registered for the October ASQC Exams.

Anyone wishing to register for CQA (Certified Quality Auditor) or CQE (Certified Quality Engineer) exams to be held in December, should contact the ASQC in Milwaukee at 1-800-248-1946 for an information package. You can't register through the Montreal Section. We can only give information and steer you in the proper direction.

Any person recertifying is advised to make a copy of all information and items included in their journal, and keep it on file until recertification has been confirmed. This is necessary in case it should happen that the head office in Milwaukee, or the postal service should happen to lose it.

For more information on the exams, and recertification, please contact Norman Dickinson at (514) 736-1470.



## ISO News - How do I go about getting ISO Registered (Certified)?

This article aims to provide a bird's eye view of the main steps towards achieving ISO registration. These steps are the results of the distillation of many articles and books, some promising to get you your ISO Certification quickly and easily, some documenting the actual process used by specific organizations and some depicting the "perfect" process from the view point of academic institutions. These steps are the items that appeared on almost all of the lists - a sort of "best of" listing of things to do (and not do). The exact sequence in which some steps should be implemented is not fixed, so use your discretion.

### 1. SENIOR MANAGEMENT DECIDES THAT YOUR ORGANIZATION SHOULD BE ISO REGISTERED.

To many this seems obvious, but it may not be. Make sure that implementing an ISO program will provide tangible benefits to your organization. If there are no benefits, you need to ask "Why are we doing this"? Make sure that senior management supports the initiative and that they are committed to its success and will provide the financial and personnel resources, etc. required.

### 2. RESEARCH THE ISO STANDARDS, FIND OUT HOW TO GET REGISTERED AND DECIDE WHICH PROGRAM IS APPROPRIATE.

Make sure you know what program- (ISO 9001, 9002, 9003) you are going after. Seminars and courses are an obvious source of information. Be sure that the courses and seminars you attend are given by knowledgeable and reputable organizations and personnel. Be alert, all trainers are not created equal.

### 3. ORGANIZE FOR IMPLEMENTATION.

Treat the ISO implementation like a new product or service development. Plan all activities in detail, set schedules, milestones and reviews. If you do not have detailed plans and schedules, it is unlikely that things will get done on time and it will be hard to measure progress.

### 4. TRAIN PERSONNEL.

Training is one of the most important things on the list. For the program to work, all personnel must be aware of their role(s). Typically, the Registration Body Auditor will not ask the quality manager who does what in a procedure, they will ask the person who does it and how they do it. Training will ensure that they know the answer as documented in the procedure.

### 5. STRUCTURE, PLAN AND WRITE DOCUMENTATION.

A tiered documentation approach is the most generally accepted but other approaches have been used successfully. Tiered documentation provides a top-down view of the system, increasing detail toward the bottom. Typically the top tier is the Quality Manual, the second tier is made up of procedures and when required, the third tier comprises the detailed procedures and standards. Tier three documents explain and/or compliment particular features of the procedure. Concentrate initially on documenting existing procedures and processes.

Then fill in where things are missing to make the system comply with the ISO requirements.

### 6. INTERNAL AUDIT AND CORRECTIVE ACTION.

Internal Audits and the subsequent corrections of non-conformances are part of the implementation loop and should be viewed as an opportunity to find and fix defective parts of the process prior to the external auditor's visit.

### 7. SELECT REGISTRATION BODY.

The selection of the Registration Body (Accreditation Agency) should be approached in the same way as any other sub-contracted service. There are enough recognized agencies that you can and should go to for tenders, and negotiate a contract that is favourable to you and your schedule. If the agency is completely inflexible and unresponsive during the tender or negotiation stage, this may be an indication of how you will be treated during the audit. For more information on selecting a registrar, refer to the article in the September Newsletter (Vol. 46 No.2) by Gilbert Coll.

### 8. THE THIRD PARTY REGISTRATION AUDIT.

During the formal audit, your quality system will be judged against the selected ISO standard and your documentation. On average, audits are a week long. During this time, the auditors will look for objective evidence of your functioning quality system. If you do not feel that the auditor provided an unbiased assessment, or you feel that the auditor behaved unprofessionally or unethically, you have the right to contest the findings or lodge a complaint with most registration bodies.

### 9. MAINTAIN THE REGISTRATION.

Once you have passed the audit, are recommended to be registered, and receive your certificate, your work is not over. Regular management reviews and audits of the quality system are required by all ISO programs. Additionally, periodic audits (6-12 months) of your system will be required by a third party auditor (usually the auditor that did the initial assessment). Finally, every 3 years a full third party assessment is required.

I hope that this article is useful in providing a general overview of ISO program requirements. Keep in mind that this is not the only way to go about implementing an ISO compliant program, but it is one way.

By Neil Asbil





## **ISO 9000 TRAINING FOR SERVICE ORGANIZATIONS**

**NEW**

**SGS International Certification Services Canada Inc.**

SGS International Certification Services Canada Inc. is proud to announce its ISO 9000 course for Service Organizations.

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, environmental standards and the TickIT software standards. SGS ICS Inc. has affiliated offices in 59 countries covering North America, South America, Europe and the Asia-Pacific Rim. Worldwide, we have Registered over 4000 companies.

### **COURSE SUMMARY**

This 2 day course provides an overview of the ISO 9000 Series of Standards, the benefits to Service Organizations and the interpretation and application of ISO 9000 using ISO 9004-2: Guidelines for the Service Industry.

### **COURSE OUTLINE**

- ◆ ISO 9000 Series of Standards
- ◆ Interpreting and applying ISO 9000 using ISO 9004-2
- ◆ Benefits to Service Organizations
- ◆ Documentation and implementation of the Quality System
- ◆ The Registration process
- ◆ Evaluating a Registrar's experience in the service sectors

### **WHO SHOULD ATTEND**

Service Organization personnel who are involved in the development and implementation of a Quality System. The course is valuable to Executives, Quality Managers, ISO 9000 Co-ordinators and Quality professionals.

## **ISO 9000 UPDATE - 1994 REVISIONS Half Day Seminar**

**NEW**

This Seminar describes the changes to the ISO 9000 Series of Standards, the intent of the changes and how they will affect your Quality Management system.

For more information, or to reserve your space,

Call Gitte Jorgensen, Training Co-ordinator.

Please see reverse for course dates and locations.





SGS International Certification Services Canada, Inc.

## ISO 9000 QUALITY SYSTEMS TRAINING

### 1994/1995 Course Schedule

#### ISO 9000 For The Service Sector

October 19th-20th	Toronto
November 9th-10th	Toronto
December 8th-9th	Toronto
January 24th-25th	Toronto
February 13th-14th	Toronto
March 15th-16th	Toronto

#### Internal Auditor, 2 days

October 12th - 13th	Toronto
November 23rd - 24th	Toronto
December 14th -15th	Toronto
January 18th - 19th	Toronto
February 15th - 16th	Toronto
March 29th - 30th	Toronto
April 19th - 20th	Montreal
April 27th - 28th	Toronto
May 24th - 25th	Toronto

#### Documentation & Implementation

October 5th - 6th	Toronto
November 21st - 22nd	Toronto
December 8th - 9th	Toronto
January 11th - 12th	Toronto
February 27th - 28th	Toronto
March 8th - 9th	Montreal
March 27th - 28th	Toronto
April 25th - 26th	Toronto
May 16th - 17th	Montreal
May 30th - 31st	Toronto

#### ISO 9000 1994 Revisions

September 22nd	Toronto
October 14th	Montreal
October 21st	Toronto
November 22nd	Toronto
December 6th	Toronto

#### Lead Assessor, IQA/RAB Approved

September 19th -23rd	Toronto
October 24th - 28th	Toronto
November 14th- 18th	Montreal
December 12th - 16th	Toronto
January 23rd - 27th	Toronto
February 20th - 24th	Toronto
March 20th - 24th	Montreal
April 3rd - 7th	Toronto
May 8th - 12th	Toronto
May 29th - June 2nd	Montreal

#### Additional Courses Offered

ISO 9000 Awareness  
ISO 9000 Executive Overview  
Introduction to TickIT  
TickIT Lead Assessor Course  
Introduction to BS7750 -  
Environmental Standard

All of our courses can be provided in-house upon special request. Please contact:

Gitte Jorgensen, Training Co-ordinator  
**SGS International Certification Services**  
90 Gough Road, Unit #4  
Markham, Ontario  
L3R 5V5  
Tel: (905) 479-1160  
or toll free 1-800-636-0847



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