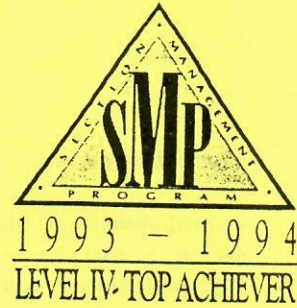




MONTREAL SECTION (0401)
P.O. BOX 444,
POINTE CLAIRE-DORVAL
QUEBEC, H9R 4P3

AMERICAN SOCIETY FOR QUALITY CONTROL



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NEWSLETTER NOVEMBER 1994 VOL. 46 NO. 4

CQE AND CQA REFRESHER COURSE

Sponsored by the Montreal Section ASQC

Improve your standing in the quality field. Write the Certified Quality Engineer, of the American Society for Quality Control, and Certified Quality Auditor examinations. The next set of examinations, that can be registered for, will take place in June 1995. To prepare people for the examination, the Montreal Section of the ASQC is offering refresher courses starting in January 1995. The following are the arrangements for the courses.

CQE course for 10 weeks in the evening, cost \$750,
 CQA course for 7 weeks in the evenings, cost \$625,
 at Macdonald Campus, McGill University, Ste.-Anne-de-Bellevue.

Courses will be given on Wednesday and Thursday evenings starting at 18:00

Registrants will be informed of the room of the course at registration.

DEADLINE: 31 December 1994

If you have any questions please leave a message for Dr. D. Tozer at 694-2830

Registration Form

I Wish to attend the following course.

CQE _____ CQA _____

Name: _____ Title: _____

Company: _____

Mailing Address: _____

City: _____ Province: _____ Postal Code: _____

Enclose a cheque payable to "ASQC Montreal Section".

Send to:
 ASQC Education Chairman
 159 chemin Stillview, Pointe-Claire, Québec, H9R 2Y1

A full refund will be given for cancellations up to two weeks before the first seminar. All other cancellations will have a \$50.00 cancellation charge.

CQE Refresher Course

Content based on ASQC Body of Knowledge 1993 edition

- 1) **Probability and Statistics:** Mean, median, mode, range, standard deviation, variance, population, sample, histograms, distributions, Student's-t test, chi squared test, F test, probability, tolerance limits, hypothesis testing, types of errors, operating characteristic curves.
- 2) **Statistical Quality Control:** Pareto chart, X-bar charts, R chart, s chart, causes of variation, control limits, scatter plot, cause and effect diagrams, check sheet, flow chart, p and c charts, acceptance sampling by attributes MIL-STD-105E, acceptance sampling by variables MIL-STD-414, process capability.
- 3) **Advanced Statistical Process Control and Experimental Design:** Analysis of Variance, regression analysis, randomization, experimental design, factorial designs, randomized block, Latin square, fixed designs, random designs, mixed designs, Taguchi Methods.
- 4) **Quality Planning and Management:** Total Quality Control, new design control, incoming material control, process control, special processes, quality guide-lines, budgeting for quality, prevention, appraisal, and failure costs, optimal performance, procurement quality function, procedures and instructions, management's role in quality.
- 5) **Quality Management and Product Liability:** Inspection and test planning, non conforming product, customer complaints, education and training for quality, product liability law and prevention (US), software reliability.
- 6) **Metrology Systems:** Measurement standards, traceability, metrology control systems, measurement techniques, equipment types, calibration system, equipment maintenance, records.
- 7) **Inspection and Testing Methods:** Classification of characteristics, determination of inspection points, kinds of inspection, interpreting results, corrective action, selection and training of personnel, purpose of testing, methods of inspection, testing equipment, test data.
- 8) **Quality Cost Analysis:** Definition of quality cost areas, planning the quality cost system, cost data and tabulation, trend analysis and corrective action, business report to management, frequency of defect vs. quality costs, implementation of a quality cost program, quality costs improvement systems.
- 9) **Quality auditing:** Auditing Product and System Quality, corrective action, follow up and close out of corrective action, types of audits.
- 10) **Reliability, Maintainability and Product Safety:** Mean Time Between Failures, failure rate, reliability, failure modes, maintainability, redundancy, "bath tub" curve, Weibull distribution, exponential distribution, product design, development and production, product safety, software.
- 11) **Quality Information Systems:** Planning the system, accuracy and precision, functional concepts, role of the computer.
- 12) **Motivation and Human Factors:** Basic principles of industrial psychology, quality motivation for employees, motivation and workmanship, human factors approach.



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.

COURSE FEE: \$795,00 + GST

To reserve space, please complete and return the Course Registration Form.

Please see reverse for course dates and locations.



ISO 9000 QUALITY SYSTEMS TRAINING 1994/1995 Course Schedule Summary

A Complete Brochure of the Training Courses can be obtained by calling (905) 479-1160 or 1-800-636-0847 or by fax (905) 479-9452

ISO 9000 For The Service Sector

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

Internal Auditor, 2 days

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

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

November 22nd	Toronto
December 6th	Toronto

Lead Assessor, IQA/RAB Approved

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 2rd	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



**Canadian
Manufacturers'
Association**

**Activités organisée par l'American Society for Quality Control, Section québécoise 0404
en collaboration avec l'Association québécoise de la qualité, AQQ - Régionale de Montréal**

**SOUPER CONFERENCE
ASQC**

Les prix
**CANADA EXCELLENCE EN
AFFAIRES POUR LA QUALITE**
Outil de motivation pour les
entreprises

RESTAURANT MARCO
8760 Pascal Gagnon, St-Léonard
Mercredi 23 novembre à 17h30

Prix: \$30



Georges Laszlo, examinateur expérimenté du concours "Les prix d'excellence en affaires au Canada", catégorie qualité, nous expliquera comment cet événement peut être un outil de motivation pour les entreprises

*MINI COLLOQUE - DEJEUNER
ASQC*

ISO 9000

APPLICATIONS POUR:
L'INFORMATIQUE
LE SERVICE EN PETITE
ENTREPRISE ET
LES NOUVELLE EXIGENCES DES
NORMES 1994

Hotel NOVOTEL
1180 rue de la Montagne, Montréal
Mardi 29 novembre à 8h30

Prix: \$35



MM Gérard Blin, Daniel Obled et Larry Curran animeront un mini-colloque sur la nouvelle norme 1994 et sur son application dans les domaines spécifiques que sont les services et l'informatique.

A VENIR !!!

Souper conférence, le 13
décembre à 18h00, Hotel
Novotel, 1180 rue de la
Montagne, prix: \$30

**Le multimédia, outil
innovateur de
gestion et de docu-
mentation des
processus**

Présenté par:
Mario Deshaies
de

Kinosys

Toute personne désirant s'inscrire à l'une ou l'autre de ces activités doit communiquer à l'Association Québécoise de la qualité, régionale de Montréal au: 876-7787.

Changes to the ISO Standard in 1994 edition:

It is not an easy task to effectively summarize the changes in the 94 edition of the ISO Standard, a document that is often interpreted word by word. There has been an effort to summarize the spirit of quality, not the word of quality.

The general changes to all the standards, the clause numbering is now identical between the different levels, all shared clauses are identical in wording and all clauses must have documented procedures even if it is to say that the clause is not applicable.

Let's have a look at the changes to 9001 clause by clause. If the clause does not appear, no changes have occurred or it is not worthwhile mentioning at this level.

4.1 MANAGEMENT RESPONSIBILITY

- a) The quality policy should be relevant to the organization and customer requirements.
- b) Management will audit to the stated policy.

4.2 QUALITY SYSTEM

- a) Manuals are a clear requirement structure of the ISO format with documented procedures for all clauses, but meeting the requirements of the quality policy.

4.3 CONTRACT REVIEW

- a) The clause is now divided into 4 sections; General, Review, Amendments to contract, and Records. All levels of review must be documented.

4.4 DESIGN CONTROL

- a) Must consider statutory and/or regulatory requirements along with contract review results.
- b) Reviews are mandatory and include all related disciplines.
- c) Design output must be reviewed prior to release.
- d) Design validation is now required after verification on the final product ensuring compliance with customer requirements.

4.5 DOCUMENTATION AND DATA CONTROL

- a) Addition of DATA.
- b) Master listing readily available.
- c) Method for retaining obsolete documents.
- d) Practical number of changes, is removed.

4.6 PURCHASING

- a) The definition has been broadened to include service.
- b) Subcontractors are evaluated based on requirements and quality system.
- c) Control is based upon history and impact of product on overall quality system.

4.9 PROCESS CONTROL

- a) As required process controls are required for servicing functions.
- b) Maintenance process equipment is required.

4.10 INSPECTION AND TESTING

- a) Receiving inspection based on vendors controls.
- b) Contract review requirements to be identified in procedures.
- c) Test records to note pass and fail status.

4.11 CONTROL AND INSPECTION OF MEASURING AND TEST EQUIPMENT

- a) Servicing equipment is as required brought under the calibration umbrella.

4.12 INSPECTION AND TEST STATUS

- a) Suitable means replaces list of options.
- b) Servicing is added.
- c) Concession release is added.

4.13 CONTROL OF NONCONFORMING PRODUCT

- a) Unintended is now inadvertent and quality plan is added.

4.14 CORRECTIVE AND PREVENTIVE ACTION

- a) Added prevention action section.
- b) Effective compliant handling.
- c) Applicable to product, process and quality system.

4.15 HANDLING, STORAGE, PACKAGING, PRESERVATION, AND DELIVERY

- a) Preservation subclause is added.

4.19 SERVING

- a) Procedures should address reporting.

4.20 STATISTICAL TECHNIQUES

- a) The need and type of technique should be identified.