



MONTREAL SECTION (0401)
P.O. BOX 444,
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AMERICAN SOCIETY FOR QUALITY CONTROL

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 (514) 695-3310

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

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|---|--|
| "ISO 9000 ROUND TABLE" | |
| <p>If you are interested in implementing an ISO-9000 Quality Management System in your company, plan to attend ASQC Montreal's "ISO 9000 Round Table."</p> <p>Have all your questions about government grants, the Registration and implementation processes answered. We call it "One-Stop ISO 9000 Shopping".</p> | |
| SPEAKERS: | |
| <i>The Provincial Grant Process</i> | J. Plante Ministry of industry, trade & commerce |
| <i>Government Training Assistance</i> "AIM High: Implementing product and service quality control. Invest in your Human Resources." | SQDM Societe quebecoise de developpement de la main-d'oeuvre |
| <i>SGS's Registration Approach</i> | G. Coll SGS Registration Services |
| <i>Inchcape's Registration Approach</i> | D. Desilets Inchcape (Warnock Hersey) Registration Services |
| <i>Implementing ISO in small & large organizations</i> | M. David Vice-President Quality Assurance - Pratt & Whitney |
| <i>Implementing ISO in a mid-size organization</i> | S. Kennerknecht General Manager - Cercast |
| WHEN: Tuesday, January 31, 1995 | |
| AT: 18:00 (Reservation Required) | |
| WHERE: Montreal Airport Hilton 12505 Cote De Liesse, Dorval GENTILLY SUITE | |
| FEE: \$25.00 per person (includes buffet) Payable in cash or cheque | |
| RESERVATIONS: Paola L. Hawa at TEL: (514) 695-5541 or FAX: (514) 695-3527 | |

The Society of Professionals Dedicated to the Advancement of Quality

AN INTERESTING JOB OPPORTUNITY



1981

PLACEMENT TESTART INC.

Recrutement de professionnels • Informatique • électronique

SQA Positions available with a well-known multinational data communications company based in Montreal.

➤ **Intermediate SQA Analyst- Programmer** with a min. of 2 years' experience in software development. Proven experience with C. Experience with two or more of the following platforms: DOS, OS/2, MS-Windows. Experience with LAN/WAN. Previous experience with MS-Test, WinRunner, SDK, and Fountain Class would be an asset.

➤ **Intermediate SQA Analyst** with 2 year' software quality assurance software engineering or software development. Hands-on experience in software quality, V&V, or testing. Working knowledge of software metrics tools, Structured Requirements Analysis techniques and Object Oriented Design.

If you would like further information, please call Marlon or Carolyn at (514)489-8484 or fax your resumé to (514)489-8488

4920 de Maisonneuve Ouest Bureau 206 Westmount
H3Z 1N1

NEWS ITEM:

BELL CANADA LAB BECOMES ISO 9002 REGISTERED

Bell Canada's Acquisition Technical Laboratory (ATS Lab) has been ISO 9002 Registered.

AST Laboratory is located in Longueuil, on the south shore of Montreal. On September 7, 1994, QMI registered ATS's Quality system to ISO 9002-1987.



NEW

TickIT LEAD ASSESSOR COURSE

SGS International Certification Services Canada Inc.

COURSE SUMMARY

This five day course has been designed to instruct IT professionals in the principles and practices of Quality System auditing and to meet the training requirements of those wishing to register as TickIT Auditors. The course explains the fundamentals of Quality System auditing and provides some practice in the techniques. Specific reference is made throughout to the particular concerns of the Information Technology industry and to the TickIT scheme requirements.

COURSE BENEFITS

- ◆ Know the Standard
- ◆ Be a trained auditor, knowing how to prepare for, carry out, report and follow up an audit
- ◆ Have undergone training as a TickIT Assessor
- ◆ Be able to prepare and advise your own organization before third party and customer assessments
- ◆ Be able to assess sub-contractors and suppliers
- ◆ Have the means to effect improvements in quality systems
- ◆ Meet the training requirements for registration as a TickIt Auditor

COURSE OUTLINE

The course includes lectures, workshops and role play exercises, making extensive use of IT specific examples. The course also covers case studies based on realistic software development project situations.

WHO SHOULD ATTEND

The course has been designed for Information Technology professionals. The course is presented in such a way that participants with little or no knowledge or experience of either Quality Systems or audit techniques will acquire sufficient background of auditing to enable them to function as quality systems auditors. However, those wishing to register as TickIt auditors must have direct experience of quality management in the software and IT field. The course also provides those participants with some previous knowledge of Quality Systems auditing with an opportunity to extend and develop their skills.

COURSE FEE: \$1650,00 + GST

For more information or to reserve space, please contact the Training Department at SGS ICS Canada Inc.

Please see reverse for course date and location.



SGS International Certification Services Canada, Inc.

ISO 9000 QUALITY SYSTEMS TRAINING

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

Documentation & Implementation

| | |
|----------------------|-----------|
| 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 |
| June 27th-28th | Toronto |
| August 29th-30th | Toronto |
| August 29th-30th | Vancouver |
| September 6th-7th | Toronto |
| September 28th-29th | Montreal |
| October 18th-19th | Toronto |
| November 15th-16th | Vancouver |
| November 21nd-22nd | Toronto |
| December 6th-7th | Toronto |

Internal Auditor, 2 days

| | |
|----------------------|-----------|
| January 18th - 19th | Toronto |
| February 15th - 16th | Toronto |
| March 29th - 30th | Toronto |
| April 19th - 20th | Montreal |
| April 27th - 28th | Toronto |
| May 24th - 25th | Toronto |
| June 12th-13th | Montreal |
| June 29th-30th | Toronto |
| August 22nd-23rd | Toronto |
| September 26th-27th | Vancouver |
| October 4th-5th | Toronto |
| October 16th-17th | Montreal |
| November 1st-2nd | Toronto |
| December 4th-5th | Toronto |
| December 6th-7th | Vancouver |

Lead Assessor, IQA/RAB Approved

| | |
|------------------------|-----------|
| 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 |
| June 19th-23rd | Toronto |
| August 14th-18th | Toronto |
| September 11th-15th | Montreal |
| September 18th-22nd | Toronto |
| October 2nd-6th | Vancouver |
| October 23rd-27th | Toronto |
| November 6th-10th | Montreal |
| November 27th-Dec. 1st | Toronto |
| December 11th-15th | Vancouver |

ISO 9000 For The Service Sector

| | |
|--------------------|----------|
| January 24th-25th | Toronto |
| February 13th-14th | Toronto |
| March 8th-9th | Montreal |
| March 15th-16th | Toronto |

Additional Courses Offered

ISO 9000 Awareness
 ISO 9000 Executive Overview
 Introduction to TickIT



TickIT LEAD ASSESSOR COURSE Feb. 13-17
 Toronto (Please see reverse for course details)

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



CQE AND CQA REFRESHER COURSE
Sponsored by the Montreal Section ASQC

Improve your standings 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 examinations, the Montreal Section of the ASQC is offering refresher courses starting in January and February 1995. The following are the arrangements for the courses.

CQE course for 10 weeks in the evenings, 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: 20 JANUARY 1995

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: _____

Enclosed a cheque payable to "ASQC Montreal Section".

Send to: ASQC Education Chairman 159 chemin Stillview
Pointe Claire, 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.

CQA REFRESHER COURSE SCHEDULE SPRING 1995

The CQA course content is in accordance with the requirements of the new body of knowledge and shall include the following:

1. Certification Overview/Introduction (Wednesday) **1 FEBRUARY 1995**
 - Certified auditor exam.
 - Code of ethics.
 - Audit overview including purpose and benefits, philosophy, and types of audits.

2. Auditor Skills and Conduct **8 FEBRUARY 1995**
 - auditor responsibilities, protocol, professionalism, and competence.
 - communication skills.

3. Planning and Preparation **15 FEBRUARY 1995**
 - audit planning, audit preparation and checklist examples.

4. Audit Performance **22 FEBRUARY 1995**
 - audit performance, opening meeting, use of checklists, verification, interviewing, audit tools, caucus meetings, observations and findings, post audit preparation, and exit meeting.

5. Audit Report and Follow-up **1 MARCH 1995**
 - developing the audit report, obtaining corrective action commitments and follow-up activities.

6. Quality Management Tools **8 MARCH 1995**
 - quality principles, inspection principles, sampling principles, statistical concepts, control charts, and problem solving.

7. Test Questions & Practice Exam **TBD**
 - a full set of questions will given in a dry run for the CQA exam.