



AMERICAN SOCIETY FOR QUALITY CONTROL



OFFICERS 1994/95

Chairman:

Dr Inteaz ALLI
McGill University
(514) 398-7920

Vice-Chairman:

Sam WEISSFELNER
(514) 696-5291

Secretary:

Robert FAIRBAIRN
Professional Pharmaceuticals
(514) 631-7710

Treasurer:

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

Newsletter/ISO Coordinator:

Roger GUITAR
(514) 699-1134

Education:

Dr David TOZER
(514) 694-2830

Examining:

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

Programs & Arrangements:

Paola L. HAWA
Lexcom
(514) 695-5541

Membership:

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

Charles CHEUN
CP Rail
(514) 395-5680

SMP Coordinator:

Douglas MORGAN
(514) 856-5038

Koalaty Kid:

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

Quality Month:

Charles ALTMAN
GFI Inc.
(514) 630-4877

Awards:

Jean-Pierre AMIEL
STCUM
(514) 280-5412

Directors:

Gilbert COLL
SGS Certification Services
(514) 695-3310

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

NEWSLETTER FEBRUARY 1995 VOLUME 46 NO. 6

"ISO 9000 IN CANADA: A BEHIND THE SCENES LOOK"

How are the ISO 9000 series of standards developed? What is their correct interpretation? What new requirements has the '94 versions brought? What is the road ahead for the Automotive and Environmental industries? Is there a grievance mechanism when an organization does not agree with the Registration body. To whom should an organization address a request for clarification of the Standard? Members of Canada's Technical Committee 176, THE ISO working group will help answer all these questions and more.

SPEAKERS:

P. Caillibot	T/C 176	Hydro Quebec
K. McCormick	T/C 176	Escher Weiss
R.J. Stevens	T/C 176	CAE

WHEN: Tuesday, March 28, 1995
AT: 18:00 (Reservation Required)
WHERE: Montreal Airport Hilton
 12505 Cote de Liesse, Dorval

FEE: \$28.00 per person (includes hot buffet)
 Payable in cash or cheque

RESERVATIONS: Paola L. Hawa at TEL: (514) 695-5541 or FAX: (514) 695-3527

EXECUTIVE 1995-1996

Montreal - On April 25th, the Section will be holding its Annual meeting in the serene atmosphere of a local restaurant (To be identified). This is the chance for you to participate in our orientation and in the development of future activities.

As per our by-laws, we will be filling a number of positions on the Executive committee. The following executive positions have already been filled:

Chairperson	Sam WEISSFELNER
Vice-chair	Inteaz ALLI, MacDonald College
Secretary	Robert FAIRBAIRN, Professionnal Pharmaceutical
Treasurer	Nutan KALIA, Ericson Communications Inc

Here is a list of the remaining committee positions to be filled:

- Education
- Programs and arrangements
- Quality Month
- Newsletter
- Examining *
- Membership
- ISO Coordinnator
- Section Management Program coordinnator
- Liaison with the Section Québécoise
- Awards

You must be a member in good standing to apply for any of these positions.

* The Examining chair must hold a valid ASQC Certification (CQE, CQA) and will not be permitted to write Certification exams within a two year period.

Send your name and contact information to:

JP AMIEL
STCUM
8845 St Laurent
Montreal, H2N 1M3

Telephone: (514) 280-5412
Fax: (514) 280-6004



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

Quality Systems Documentation \$645,00*

January 11th - 12th	Toronto E
February 27th - 28th	Toronto W
March 8th - 9th	Montreal
March 27th - 28th	Toronto W
April 25th - 26th	Toronto E
May 16th - 17th	Montreal
May 30th - 31st	Toronto E
June 27th-28th	Toronto W
August 29th-30th	Toronto W
August 29th-30th	Vancouver
September 6th-7th	Toronto E
September 28th-29th	Montreal
October 18th-19th	Toronto W
November 15th-16th	Vancouver
November 21nd-22nd	Toronto E
December 6th-7th	Toronto W

Internal Auditor, 2 days \$795,00*

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

* Prices do not include GST.



Canadian
Manufacturers'
Association



Lead Assessor, IQA/RAB Apprv'd \$1495,00*

January 23rd - 27th	Toronto E
February 20th - 24th	Toronto W
March 20th - 24th	Montreal
April 3rd - 7th	Toronto E
May 8th - 12th	Toronto W
May 29th - June 2rd	Montreal
June 19th-23rd	Toronto E
August 14th-18th	Toronto W
September 11th-15th	Montreal
September 18th-22nd	Toronto W
October 2nd-6th	Vancouver
October 23rd-27th	Toronto E
November 6th-10th	Montreal
November 27th-Dec. 1st	Toronto W
December 11th-15th	Vancouver

ISO 9000 For The Service Sector \$795,00*

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

Additional Courses Offered

ISO 9000 Awareness

ISO 9000 Executive Overview

Introduction to TickIT

TickIT LEAD ASSESSOR COURSE Apr. 03 - 07/95

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, Ont. L3R 5V5

Toll free 1-800-636-0847



NEW

TickIT LEAD ASSESSOR COURSE

SGS International Certification Services Canada Inc.

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.

OBJECTIVES:

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.

CONTENT:

- ◆ 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

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.

COURSE FEE: \$1650,00 + GST

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

Please see schedule for course date and location.

CLARIFYING ISO 9000: Part One

Joan Kahn, Ph.D.

"ISO 9000 is a certificate, awarded by one of many independent auditors, attesting that your factory, laboratory or office has met quality management requirements determined by the International Organization for Standardization. (These standards) do not tell you how to design a more efficient washing machine or build a more reliable nuclear missile...but...provide a framework for showing customers how you test products, train employees, keep records and fix defects...not another variant of total quality management but a set of generally accepted accounting principles for documenting quality procedures...comprehensible to buyers and sellers" (Fortune Magazine, June 1993).

David Hoyle, author of ISO 9000 Quality Systems Handbook (Butterworth-Heinemann Ltd. 1994), defines ISO 9000 more succinctly as "a series of International Standards for Quality Systems". This article will identify the contents of this "series", as well as outline the interesting evolution of "international standards".

I. Series:

When speaking of ISO 9000, one must be careful to distinguish the series called ISO 9000 (reproduced below) from the detailed standards called ISO 9000 (emphasized below in bold):

- ISO 9000-1: **Quality management and quality assurance standards-Guidelines for selection and use**
- ISO 9000-2: **Guidelines for the application of ISO 9001, ISO 9002 and ISO 9003**
- ISO 9000-3: **Guidelines for the application of ISO 9001 to the development, supply and maintenance of software.**
- ISO 9001 : Quality systems - Model for quality assurance in design/development, production, installation and servicing
- ISO 9002 : Quality systems - Model for quality assurance in production and installation
- ISO 9003 : Quality systems - Model for quality assurance in final inspection and test
- ISO 9004-1: Quality management and quality system elements-Guidelines
- ISO 9004-2: Quality management and quality system elements-Guidelines for services

According to Robert Labelle of the Quality Management Institute (QMI), the next two certifications will be the **10,000 series**, which is a standard for auditors themselves; and the **14,000 series**, which is a standard for environmental norms. (Montreal Gazette, January 16, 1995 and personal interview).

II. International Standards and Their Evolution

The past 20 years has witnessed an important evolution within the quality field, from a starting position that generated a set of relatively narrow standards, towards our current position that generates and widely promotes a set of broader standards--standards that apply to *quality systems*. The earlier standards were narrower on two accounts. First, they were designed to control, precisely, the quality of specific products and processes. Second, they were typically identified with their specific nation or nations of origin (even when adopted elsewhere).

By contrast, the current ISO standards have a wider mandate: to ensure systems within organizations that will monitor and continually improve upon all *'quality-relevant' structures, functions, and outcomes of the organization*. Furthermore, ISO 9000 standards are clearly *international in their scope*, reflecting current trends towards globalization in industry.

How did this evolution occur? That humans have valued quality since ancient times is evidenced by the artifacts we cherish and protect in museums all over the world. Yet "quality control" in its modern incarnation first entered industry at the end of World War II, in 1945, via the military. Its principles, which now increasingly influence non-military industries, were codified in 1951 by J.M. Juran in his Quality Control Handbook. The military origins of quality control are especially evident in the names of the standards-generating bodies that evolved: (a) the **American Department of Defense**, which launched the **Mil Q** standards (1959); (b) **NATO**, which launched the **AQAP** standards (1968); (c) the **UK Ministry of Defense**, which launched the **Def Stan** standards (1970); and (d) the **British Standards Institution (BSI)**, which issued **BS** standards (1972, 1974 and 1979). Meanwhile by 1983, Canada, Australia and other countries were also publishing standards. The **International Standards Association** (founded in 1947), approved **ISO 9000** for publication in 1987. Over 26 countries were involved, and each country later brought out a national equivalent, differing in language, numbering, title and forward, but 'dual numbered' with ISO 9000. Thus the ISO 9000 series is best described as (currently) "the minimum standard acceptable to the majority".

Striving to be universally relevant--both with respect to nations as well as to kinds of organizations--ISO 9000 is destined to witness not only many future revisions of its own current standards, but (one expects) periodic "re-visions" of its incredibly bold and ambitious mandate.

Last month's meeting;

Our last meeting, ISO ROUND TABLE, held at the Montreal Airport Hilton was a resounding success. More than 85 people attended this most interesting event, and heard talks on the hottest quality topic today, ISO.

An interesting question and answer period closed out the meeting, and we wish to thank the speakers, whose topics were received with much interest.

AN INTERESTING JOB POSTING

JUNIOR ENGINEER - QUALITY ASSURANCE

Do you have a degree in Electrical engineering and one year of experience in a manufacturing environment? Your experience already makes you a Quality Assurance "champion" in the design and service elements for ISO 9001. You will assist the New Product Introduction using a new 5 stage gating procedure. You will investigate quality cost and delivery performance and initiate improvements. You will also have to produce reports on delivery performance and subsequent ISO 9001.

If you are people oriented and a self starter, please send your resume to;

David Welsh
Quality Assurance Department
SR Telecom
8150 Trans-Canada Highway
St-Laurent, (Quebec)
H4S 1M5



ASQC Ottawa Valley Section 407 Education Committee

TickIT Auditor Course (ISO 9001, ISO 9000-3)
Location: Ottawa Dates: March 27-31, 1995

What Does the Course Comprise?

The course is the official Department of Trade and Industry (DTI) TickIT Auditors' Training Course, presented by registered TickIT Auditors. It is a combination of lectures, realistic IT case studies, workshop exercises and practical role plays. The course complies with the standards for TickIT Auditor training courses set by the International Registration Scheme for Assessors (IRSA). Delegate participation, in the form of case studies, classroom presentations and role play exercises comprise approximately 40% of the course time.

Certificate of Achievement

The course is formally registered with the International Registration Scheme for Assessors of Quality Systems under the TickIT Scheme. Delegates who demonstrate satisfactory performance throughout the course and who pass the final examination are awarded a Certificate of Achievement. This certificate demonstrates the necessary training requirement has been met and such delegates are eligible to apply to the International Registration Scheme for Assessors for registration as TickIT Auditors.

Course Format and Content

At the start of the course, each delegate is supplied with a comprehensive Course Manual.

Copies of relevant ISO standards and the TickIT Guidance Handbook are available to each delegate during the course.

Typical Course Timetable

<i>Day 1 - Monday</i>	<i>Day 2 - Tuesday</i>	<i>Day 3 - Wednesday</i>	<i>Day 4 - Thursday</i>	<i>Day 5 - Friday</i>
Quality Concepts The Role of the Auditor Quality Management Systems Standards and Guides Quality Management Systems Documentation	Managing Quality Software Quality Systems The TickIT Scheme The Audit System The Relationship between ISO 9001 and ISO 9000-3 Audit Planning and Preparation Checklists The Opening Meeting	Audit Responsibilities Software Review Validation and Verification Audit Investigation Evaluating Effectiveness Configuration Management, Security and Archiving Recording Non- compliances	The Closing Meeting Audit Reporting Corrective Action and Follow-up	IT Services and In- House Facilities Internal Audit Third Party Assessment and Surveillance Accreditation and TickIT Auditors Course Review Examination

FEE: The registration fee is per registrant payable in advance by 20 February 1995 to guarantee a seat.

\$1750.00 for ASQC Members

\$1950.00 for Non-ASQC Members (Includes ASQC/ASQC Software Division Membership)

The registration fee also includes the TickIT Guidance Handbook.

To receive a Registration Form please call or EMAIL with your FAX #. For more info please contact Stephen White at (613) 592-7400 Ext. 2068 (swhite@kan.marconi.ca) or Larry Jones at (613) 837-8823 (joneslf@curvet.com).