

**AMERICAN SOCIETY FOR QUALITY CONTROL**

## OFFICERS 1994/95

**Chairman:**

Dr Inteaz ALLI  
McGill University  
(514) 398-7920

NEWSLETTER      APRIL 1995      VOLUME 46 No 7

**Vice-Chairman:**

**ice-Chairman:**  
Sam WEISSFELNER  
(514) 696-5291

**Secretary:**

Robert FAIRBAIRN  
Professional Pharmaceuticals  
(514) 631-7710

**Treasurer:**

Nutan KALIA  
Ericsson 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:**

**Directors:**  
Gilbert COLL  
SGS Certification Services  
(514) 695-3310

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

## NOTICE OF ANNUAL ASSEMBLY

*It was appreciated last year. A different kind of home cuisine. The Section will hold its Annual Assembly at a local caterer specializing in Algerian delicacies.*

DATE: TUESDAY, 25th April 1995

TIME: 7:00 PM

PLACE: *L'ALGÉROISE*  
7024, rue Casgrain  
Montreal, (514) 274-0442  
(Two streets **East** of St-Laurent and two streets **South** of Jean-Talon,  
park across the street at the Jean-Talon market)

**COST:** \$10.00 (Commitment fee)

## AGENDA

1. Call to order
2. Introduction of the Executive
3. Chairman's report
4. Treasurer's report
5. Chair reports
6. Election of new officers
7. Closing

**YOU MUST RESERVE IN ADVANCE !!**

For reservations and information call:  
**JP AMIEL (514) 280-5412**

**MENU:**

- ☆ Hors d'oeuvre: Various salads and Soup  
Pastilla
- ☆ Entrée: Lamb stuffed with veal  
Vegetables  
Glass of wine
- ☆ Dessert: Almond stuffed pear  
Various Algerian pastries
- ☆ Mint tea or Targui coffee

## MAY MEETING

SUBJECT: "Démarche qualité d'une PME de service"  
His presentation will be in French.

DATE: TUESDAY, 16th MAY 1995

TIME: 6:30PM

PLACE: S.T.C.U.M.  
8845 Saint Laurent, Montreal  
(One street north of Cremazie)

PLEASE RESERVE AHEAD !!!  
For reservations and information call  
JP AMIEL 280-5412  
Refreshments will be served

## EXECUTIVE 1995-1996

Montreal - On April 25, 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:

Chairman	Sam WEISSFELNER
Vice-Chair	Inteaz ALLI, MacDonald College
Secretary	Robert FAIRBAIRN, Professional Pharmaceutical
Treasurer	Nutan KALIA, Ericsson Communications Inc.

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

Education	Section Management Program coordinator
Newsletter	Programs and arrangements
Quality month	Awards
Membership	Liaison with the Section Québécoise
ISO Coordinator	Examining*

You must be a member in good standings 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 two years.

Send your name and contact information to:

JP AMIEL	TELEPHONE (514) 280-5412
STCUM	FAX (514) 280-6004
8845 ST LAURENT	
MONTREAL, H2N 1M3	





## **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.

### **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.

### **OBJECTIVES:**

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.

### **CONTENT:**

- ◆ 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

**COURSE FEE:** \$795,00 + GST

For more information or to reserve space, please contact  
Gitte Jorgensen, Training Co-ordinator.

**Please see schedule for course dates and locations.**





**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

Eligible for  
SQDM credit,  
#06F102700-1

#### Quality Systems Documentation \$645.00\*

March 27th - 28th	Toronto W
April 25th - 26th	Toronto E
May 16th - 17th	Montreal
May 30th - 31st	Toronto E
June 26th-27th (en Francais)	Montreal
June 27th-28th	Toronto W
August 29th-30th	Toronto W
August 29th-30th	Vancouver
September 6th-7th	Toronto E
September 19th - 20th	Calgary
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\*

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 21st - 22nd	Calgary
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.

Eligible for SQDM credit, Reg#: 06F102700-1



**Canadian  
Manufacturers'  
Association**



#### Lead Assessor, IRCA/RAB \$1495.00\*

April 3rd - 7th	Toronto E
May 8th - 12th	Toronto W
May 29th - June 2nd	Montreal
June 19th-23rd	Toronto E
July 10th-14th (en Francais)	Montreal
August 14th-18th	Toronto W
September 11th-15th	Montreal
September 11th - 15th	Calgary
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 Sectors \$795.00\*

April 18th - 19th	Toronto
May 23rd-24th	Toronto
June 29th-30th	Toronto

#### Additional Courses Offered

ISO 9000 Awareness  
ISO 9000 Executive Overview  
Introduction to TickIT  
TickIT Lead Auditor 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, Ont. L3R 5V5  
Toll free 1-800-636-0847



## AWARDS AT THE ETS

by JP Amiel

**Montreal** - On March 15, I had the opportunity to represent the Montreal Section at the merit awards of the École de technologie supérieure (ETS). As part of its outreach to academia, your section gives a prize of \$250 to a student enrolled in the *Certificat de gestion et d'assurance qualité* and who submits that year's best project in the Quality project course. At this year's ceremony, under the presidency of Mr **André Bombardier** (V-P of Bombardier Inc), over 100 prizes and awards by government agencies, various companies, institutions, trusts and associations were handed out.

I awarded our prize to Mr. **David THAVARD** who is an associate of CGI, a consultant in software development. Their Quebec office was the first to be certified to ISO-9001 in Canada. He is the fourth recipient of the Section's award.

I also had the opportunity to talk with Mr **Pierre CAILLIBOT**, president of the Canadian ISO/TC-176 committee (Yes, that's the one developing the ISO-9000 standards) who was giving an award on behalf of his company, Hydro-Québec. Mr Caillibot, was also on the committee which created and published the Z-299 series. Remember those? He has been promoting quality principles for years.

The success of the quality certificate program at the ETS is greatly due to the continuous efforts of Mr **Youssef YOUSSEF**, a member of our executive. He has been promoting and renovating it, not only to reflect developments in the quality domain, but also to meet the needs of the clientèle. At present, the ETS is one of the few schools to offer the Certificate program, and even rarer, to offer it within the company's plant. They recently opened a branch in Quebec city.

### **You didn't know there was a Certificate program in quality ? ? ?**

The quality certificate program is part of the Mechanical engineering department of the ETS. It is taught in French and consists of ten three-credit courses on various aspects of the quality field. For more information on this program, contact Mr Youssef at 289-8860 or the school at 289-8800 ext. 7654, Fax: 289-8755.

**Quality by-line:** We have just learned that Mr Youssef YOUSSEF of the École de technologie supérieure has been named Head of the Mechanical engineering department. He will retain responsibility for managing the *Certificat de gestion et d'assurance qualité*. The Montreal Section executive wishes him all the best in his continuing efforts at transforming present and future Quebec employees into quality practitioners.

While we're tooting horns, let's also mention that our own Chairman, Mr. Inteaz ALLI, was also recently promoted Head of the Food sciences department at Concordia University's MacDonald College. He is one of the promoters of quality in the food industry and has published a number of articles on quality in that industry. He recently participated in the implementation of an ISO-9002 quality system at a local chocolate factory.

The Section recently awarded a prize to Mr Daniel THAVARD, for his project in the Certificate in management and quality assurance program of the **École de technologie supérieure**. He has accepted our invitation to present it at our May meeting.



## CERTIFICATION NEWS

TOPIC #1: Congratulations to Eric Stern, Vasant Patel and Robert Thompson for passing their CQA exams.

TOPIC #2: Recertification Journals:

There are about a dozen people whose certifications (CQA and CQE) will be due in June 1995. In order to keep your certification active for another three years, there are three points which must be accomplished. FIRST, for recertification, your activities over the past three years must have at least the minimum number of points. TWO, your activities must be included in the Body of Knowledge for your certification. THREE, your journal must be submitted to the Examining and Recertification Chair of the Montreal Section with all the necessary documentation attesting to the points you are claiming.

The procedure for compiling all the necessary information to support your claim for points is as follows:

1. Collect all documentation which confirms what you will be claiming. (Certificates, diplomas, attendance sheets, etc.).
  - a. Originals will be required of both the Journal and the letter from your employer(s) (if you have one) confirming your work for the previous three years.
  - b. Submit copies of anything else. Do not send originals of valuable items such as diplomas.
2. By the end of June 1995, submit all documentation (keep a copy of everything for your records) to:

NORMAN DICKINSON DIRECTOR OF QUALITY  
TRANSYS NETWORKS INC.  
3403 GRIFFITH, ST. LAURENT QUEBEC H4T 1W5

3. Should anyone currently holding certification (not just those who have a journal due this June), have any questions regarding their journals, such as how to assemble it or what is required, don't hesitate to contact the aforementioned at 736-1470 as soon as possible. If enough people have questions, I will conduct a brief seminar on how to assemble your journals.



### TOPIC #3: New CQA exam format:

From now on, the CQE exam will be in one part and of five hours duration. The only exception (for this time only) will be those who are retaking one (but not both) portions of the exam. Those who are retaking both, will be writing the new format.

A note to those who are taking either of the upcoming CQA or CQE exams. As the exams are long, food may be brought to the exam provided that:

1. It doesn't require any preparation.
2. It doesn't leave any mess.
3. It doesn't disturb any other examiners, either because of noise or odour.

Remember, the proctor and assistants have the final say. However, once the exam has started, the clock does not stop running. Coffee, donuts or anything else are all on your exam time, as are late arrivals.

### TOPIC #4: NO-SHOWS

No-Shows are people who are scheduled to write and just don't show up. For some exams, this can be up to 50% of those scheduled. In the experience of the examining chair, those scheduled for CQE are the most flagrant (I.E. ten scheduled and five actually show up to write). Be fair, if you can't make it, call the ASQC in Milwaukee at 1-800-248-1946. Don't call the examining chair, he doesn't have the authority to do anything about it. The only thing he does, besides proctoring the exams and selecting the room(s) based upon expected attendance, is delay the start of the exam waiting for possible late arrivals.

### TOPIC #5:

Normally the exams are held at MacDonald College in the Centennial building. The easiest way to get there is from the east bound service road of the Trans Canada Highway (route 40) from Ste. Anne De Bellevue. There is a sign on the side of the service road directing you down a narrow road which appears to cross a farmer's field. Take it and go the end of which point there will be buildings in front of you. Go to the left and around them to the Centennial Centre. This is the building where the exams will be held. If you need directions, the campus security is located in an adjacent building.



## WELCOME TO NEW MEMBERS

NEW MEMBER SINCE SEPTEMBER 1994

JOIN	FULNAME	PROV	COMPANY
9502	Roger Bolduc	PQ	Memotec Communications Inc
9502	Charles O. Lizotte	PQ	Les Industries Ling
9502	Michael A. Nemeth	ON	EF Walter Ltd
9502	Dinu Radian	PQ	Naidar Electronic Systems
9502	J. Burkey Vince	PQ	CP Rail System
9501	Richard Beaudry	PQ	CRL Technologies
9501	Ellen G. Dukette	NY	Wyeth-Ayerst Research
9501	Martin D. Fogel	PQ	Lawson Margo Packaging Corp
9501	Joachim E. Knauer	PQ	Protech Chemicals Ltd
9501	Shanling Li	PQ	Faculty Mgmt/McGill Univ
9501	Linh Nguyen	PQ	AMG Medical Inc
9501	Scott B. Willis	NY	Wyeth-Ayerst Research
9412	Michel J. David	PQ	Pratt & Whitney Canada Inc
9412	D. DeLutis	H4	Schmidt Printing Ink Ltd
9412	George Dramowicz	PQ	Canadian Marconi
9412	Luc Tremblay	PQ	Luc Y Tremblay
9411	Terry Barnaby	PQ	Rehau Industries Inc
9411	Yves Bergeron	QP	Bombardier Canadair
9411	Wade L. Dixon	ON	Grenville Casting Ltd
9411	Bernard Doiron	PQ	
9411	Suzanne Join	PQ	Belle Enterprises
9411	Frederick S. Nagy	PQ	Saint Jude Medical
9411	Henry F. Reader	PQ	Pratt & Whitney Canada Inc
9411	John E. Reid	PQ	Canadair Ltd
9410	Brian F. Bray	PQ	Harris Farinon Canada Inc
9410	Patrick Foley	PQ	
9410	Andre N. Poirier	PQ	Dominion Industrial Fabrics
9410	Caroline Sauriol	QB	
9410	Jacques Tetreault	PQ	IBM Canada Ltd

Our current membership status for the Montreal section 0401 is as follows:

Current level is 465 members

396 members or 85% are from Quebec

3% are senior members

0.6% are fellows

We have 35 members in Ontario and 11 in New York state

We have added 29 new members since September 1994, an increase of 6%.





ÉCOLE  
ALLION  
SCHOOL

55 • 5th Avenue  
LaSalle, Qué. H8P 2K1  
(514) 595-2040

## SPONSOR A KOALATY SCHOOL

The American Society for Quality Control has implemented Koalaty Kid Programs in numerous schools across the United States and Canada. One of these programs is the Koalaty Kid Program at Allion School — a quality and learning-oriented program for elementary school children which, despite limited funding, has managed to survive for the past five years.

The components of this program include:

- 1) A heavy emphasis on reading, the corner stone of all learning.
- 2) Building a healthy sense of self-worth in students.
- 3) Involving parents and other members of the community in the learning process.
- 4) Instilling a sense of responsibility and the work ethic in students by making them part of the decision making process.
- 5) Reinforcing responsibility and good work habits, by emphasizing the value of putting forth the best effort the first time.

Funding from the Montreal ASQC Sections recently has helped, but additional funds are now urgently needed.

Benefits to corporation fall into two categories: a) Employers and b) employees

- a) Employers benefit by:
  - enhancing the image of the corporation in the community
  - helping to shape the futures of young people
  - providing input that enriches the curriculum of the local schools
  - forging links between business, community and schools
  - contributing towards the training of the future work force
  - gaining access to new developments in teaching methods
- b) Employees benefit by having an opportunity to:
  - work with and encourage young people
  - gain confidence in themselves as mentors
  - improve their presentation and communication skills
  - act as ambassadors for their enterprises
  - participate and develop themselves professionally

We are presently trying to raise funds so that we can continue to support the Koalaty Kid Program at Allion School. You, as a corporation, can contribute to this program by sponsoring our school. Your contributions will help us to keep on providing incentives to our Koalaty Kids (e.g. books, T-shirts, trophies, caps and badges). In return, you will receive a certificate acknowledging your contribution as a sponsor.

We are convinced that the Koalaty Kid Program is a superior vehicle for ensuring commitment to quality education. We anticipate that this program will become known throughout the province for success in inspiring the school children.

We hope to benefit from your support so that we can continue to promote quality in education. All financial contributions are tax deductible. Therefore, we would be most grateful if you could complete the attached Koalaty Kid Sponsor Form.

Frank Dottin, Principal  
Allion Elementary School  
1995. 03. 30.



## KOALATY KID PROGRAM SPONSOR FORM

Please check one or more of the following services that your corporation can provide:

- ☐ Financial support      ☐ \$50    ☐ \$100    ☐ \$250  
☐ \$500    ☐ \$1000 or more

**(All financial contributions are tax deductible.)**

- ☐ Expertise  
☐ Materials for special school projects  
☐ Career mentoring  
☐ Educational visits to corporate sites  
☐ Oriented students to business practices

If you would like more information about the Koalaty Kid Program, please contact:

**Mr. Frank Dottin, Principal**

**Allion School  
55 - 5th Avenue  
LaSalle, Quebec  
H8P 2K1**

**Tel. No. 1 (514) 595 2040  
Fax. No. 1 (514) 595 2136**



## INTERESTING JOB POSTINGS

A leading manufacturer of Non-Ferrous investment castings seeks a

### QUALITY ASSURANCE MANAGER

The ideal candidate will have some background in Metallurgy and NDT, MIL-I-45208 and AQAP4.

Only written applications will be considered. Please send resume in confidence to:

SHELLCAST FOUNDRIES INC.  
Attention Personnel Department  
10645 Lamoureux  
Montreal North, Quebec H1G 5L4



LVM TECH, a subsidiary of the  
**DESSAU GROUP**, is seeking  
candidates for the following  
position at its head office in Laval.

### QUALITY ASSURANCE SPECIALIST

As part of our national and international projects, the successful candidate will design and implement programs for the development, application and continuous assessment of quality control standards for manufacturing, heavy industry and construction companies. The candidate will also conduct training sessions and participate in the firm's business development activities.

#### *Required qualifications:*

The candidate must possess a minimum of 10 years of experience and have a perfect knowledge of the ISO 9000 and CSA Z299 standards.

A good communicator, the candidate must also be perfectly bilingual and preferably be a certified auditor with a recognized organization.

If this challenge is for you, please forward your résumé to attention of the Human Resources Department:

**GROUPE DESSAU**  
1200, boul. St-Martin Ouest, Laval (Québec) H7S 2E4

We are committed to the principle of equal employment opportunity.  
Only selected candidates will receive an acknowledgement of receipt.



**Des gens pour l'industrie**



## Senior Manager, Quality - Montreal

# A telecommunications giant that's "connected to the future"

We're Northern Telecom and Bell-Northern Research, and we know what the future holds in the global telecommunications business. From a world class wireless portfolio to multimedia communications systems and state-of-the-art broadband products, we're pushing the boundaries of technological advancement and setting the stage for the 21st century.

To ensure we meet our aggressive goals and objectives, we need creative, articulate and insightful professionals who can lead the way in a vast array of quality initiatives — all designed to ensure we continually meet or exceed the expectations of both internal and external customers. If that sounds like you, then consider this opportunity in our Research & Development facility in Montreal.

You'll coordinate and administer our Quality Management function, including our ISO 9001 certification program. You'll lead and manage all initiatives associated with the ISO Implementation Team, including project management planning, developing/implementing ISO Awareness, Training and Communication programs, and all aspects of the ISO maintenance program, including audits and resourcing. You'll also develop our Quality Management Operating/Strategic plans, outlining our quality initiatives and programs, and act as our representative on the Corporate Quality Council. Your ISO 9000/9001 knowledge and certification experience is complemented by Auditor certification. Software development expertise would be a definite asset.

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If you're eager to apply your skills in a setting that values excellence and rewards achievement, then send your resume, quoting Stop. No. ENA135, in confidence, to: Northern Telecom/Bell-Northern Research, National Resourcing Center, P.O. Box 3511, Station C, Ottawa, Ontario K1Y 4H7. Fax: (613) 765-3900. We thank all applicants for their interest, but advise that only those selected for an interview will be contacted. Northern Telecom and Bell-Northern Research are equal opportunity employers and support a smoke-free environment.



## **LEXCOM** *Quality Management Consultants Inc.*

*LEXCOM* Quality Management Consultants Inc., is an aggressively growing firm specializing in the development and implementation of ISO 9000 Quality Management systems.

We currently have exceptional opportunities for the following.

### **QUALITY SPECIALIST**

Accomplished, bilingual you have developed and implemented at least two ISO 9000 Quality Systems. You are highly motivated, possess excellent organization, communication and writing skills. Ideally, you are familiar with the inner workings of large multi-national organizations within both service and manufacturing environments.

### **QUALITY ADMINISTRATOR**

Bilingual, you are proficient with most commercial desk-top publishing software. A highly organized self-starter, you are familiar with Quality Management terminology and are comfortable performing inside sales.

If you are qualified and want to join a dynamic organization, please forward your Resume to:

*LEXCOM* Quality Management Consultants Inc.  
1000 St. John's Blvd., Suite 701  
Pointe-Claire, Quebec  
H9R 5P1



## INTERESTING JOB POSTINGS

### INCOMING INSPECTOR

#### TASKS:

- . Physical inspection in receiving of various mechanical parts of an electronic unit.
- . Inspection of metal, plastic, cables and electronic components. This includes verification of dimensions, finish, plating, painting, crimp, soldering, marking and other requirements as specified.
- . Audit of material in inventory.
- . Disposition of rejects.
- . Liaison between various departments (QA, Engineering, Production, Materials, etc.) and external vendors.

#### TECHNICAL KNOWLEDGE:

- . Can read, interpret drawings and specifications. When necessary can recommend changes to drawings.
- . Experience with a variety of inspection tools.
- . Knowledge of statistics.

Bilingual, minimum High School education with 3 to 5 years of experience in a QC department.

Contact: M3i Technologies: Attention Tony Olivieri

Tel: (514) 928-4600 Ext 2535

FAX: (514) 463-5611

Address: 1111 St. Charles St. West, Longueuil Quebec J4K 5G4