Chairman's Message

Sam Weissfelner - Chairman, Montreal Section

As September slips past us, Quality Month follows close behind. The Montreal Section is sponsoring the annual Satellite Broadcast with the Section Québécoise and the Association for Quality and Participation (AQP). The theme this year is "Partnership: Strength in Diversity", and will be held at the Ecole Technologie Superieure (ETS) in downtown Montreal. Several interesting speakers are also highlighted. Additional information will be found in this newsletter, or can be obtained from Chuck Altman and/or Youssef Youssef.

On another note, our Executive Committee has recently completed their Section Management Program (SMP) Training and is busy incorporating fresh ideas to their respective chairs. Your suggestions are most welcome at this time, as the plans for each chair are drawn up. Do not hesitate to contact any of the chairpersons directly. As well, if any of our members wish to become more involved in any of our activities or chairs, please feel free to call me anytime, and we'll be happy to apply your time or expertise to an area of your interest.

Finally, as our new-look newsletter goes to press for its second appearance this year, I am anxious to receive comments from our membership concerning your impressions (positive or negative) and any suggestions or ideas you may have. Please drop me a line by mail to the address found on page 2, or you can fax me at 685-7055, e-mail me (asqc0401@quality.org), or leave me a message at 685-7678, extension 401. I look forward to hearing from you **Q**

Quality Month '95

Charles Altman - Chair, Quality month

As indicated last month, the XIth annual Quality Forum Satellite Broadcast from Chicago will be held at Ecole Technologie Superieure (ETS) in Montreal. The day's events will include an exhibition of Quality related products and services, continental breakfast, buffet luncheon and a closing wine and cheese reception. There will of course be guest speakers scheduled through the day.

The organizers are expecting over 250,000 participants for this year's satellite broadcast across North America at over 1,000 sites including this one. The broadcast itself is sponsored this year by AT&T, FORTUNE, Motorola Inc. and ASQC. Locally the entire day is being planned and hosted by ASQC Montreal, Section Québécoise and the Lower Canada Chapter of the Association for Quality and Participation (AQP). Canada Quality Month (October 1995) is being sponsored by Canadian Airlines International (CAI). The President of the Québec Order of Engineers (Ordre des ingénieurs du Québec) Mr. Bernard Lamarre, will be one of the featured speakers during the luncheon. The quality month theme in Canada for this year is *Partnership: Strength in Diversity*. The theme in the USA is *Quality Happens Through People*.

Thursday, October 26th is the highlight of Quality Month in Montreal. Plan today on being there. Registration is limited and if you miss this event you will have lost the opportunity to expand your knowledge about quality and its changing methods and tools.

For more on this event, see the boxed advertisement inside the newsletter and register using the registration form (page 7) **Q**

On-Line News

Denis Martin, Chair On-line Services

As mentioned last month the Montreal Section 0401 is now on-line at: **asqc0401@quality.org**

The moderator for this service is a fellow by the name of Bill Casti. Bill has recently re-vamped the home page for quality.org and you can log in on the World Wide Web (WWW) at: **http://www.quality.org/qc**

Bill has reduced the site down to five pages of quality related information. One interesting link among the many available is a link to a newspaper series called "Inside Total Quality Management".

I would appreciate hearing from you regarding any interesting Quality related sites that you may have discovered on the Internet or elsewhere.

For my part, this month I would like to share a file that I found on the ASQC On-Line

ERRATUM - Examination Dates

Neil Asbil - Newsletter

Last month in the newsletter it was erroneously reported that the new CQM (Certified Quality Manager) exam was scheduled for October 24, 1995. In fact the date for the CQM exam should have read **21 October 1995**. I regret if this error has caused any inconvenience on your part and I will do everything possible to ensure that this type of error is minimized in future publications of the Newsletter **Q**

ASQC

AMERICAN SOCIETY FOR QUALITY CONTROL
MONTREAL SECTION (0401)
3383 boul. des Sources, Suite 401
Dollard des Ormeaux, Quebec, H9B 1Z8

Tel: (514) 685-7678 Ext. 401
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Internet: asqc0401@quality.org

OFFICERS 1995/96

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SMP Coordinator:
Douglas MORGAN

Quality Month & Koality Kid:
Charles ALTMAN

Awards:
Jean-Pierre AMIEL

Liason with Section Québécoise:
Gilbert COLL

Director:
Youssef YOUSSEF

A word of THANKS to our SUSTAINING MEMBERS

Name	Member Since
Oerlikon Aerospace Inc. Ander Lapointe	1987
Meridian-Richmond Die Casting Edward Enns	1989
Bombardier Inc. Canadair Glenn C. J. Baxter	1991
Canadian National Railways Louise Piche	1991
Royal Bank of Canada James C. Walz	1991
United Westburne Inc. Mickey Jawa	1993
CWC Inc. Quality Communication Toni M. Miller	1994
Canadian National Defence Dave Vandevenne	1994

Words of Wisdom...

Remember: "You can't build a reputation on what you are going to do"

Henry Ford

On-Line News

board. It is called "FREECQE.ZIP". It is described as follows:

Subj: FREECQE: CQE Quality Study Guide
File: FREECQE.ZIP (472832 bytes)
DL time (9600 baud): < 13 minutes
AUTHOR: Ron Hartge
EQUIPMENT: P.C. Compatible
NEEDS: An UnZIPing package
Type: Freely Distributed

This 'freeware' is an interactive study guide for the American Society for Quality Control's Certified Quality Engineer exam. If you are one of the thousands of professionals taking this exam, or if you work in Quality Assurance field, investigating this program will be well worth the effort.

The program has a nice interactive interface. The questions pop-up and if a wrong answer is selected there is help to direct you to a correct solution. The questions are taken from past ASQC exams in the public domain. There is also an extensive glossary of common "Quality" terminology. I'd invite anyone interested in this program to get in touch with me at our on-line address (asqc0401@quality.org) or leave a message for me at 685-7678 ext 401. The only potential cost would be to cover mailing and a diskette **Q**

Accademia Qualitas

Quality training in Montreal

Oct. 18   ISO 9001 & ISO 9000-3 (2 days)
Oct. 19   Using ISO 9000 in Purchasing (2 days)
Oct. 30   ISO 9000 & ISO 25 - Labs (2 days)
Nov. 3   QS 9000 - specifics (1 day)
Nov. 20   IRCA/IQA Registered
               Lead Auditor Course (5 days)

Training at its best
(514) 333-5767

ASQC Quality Press New Releases

The following books are now being offered by the ASQC Quality Press:

A History of Managing for Quality, by J. M. Juran, editor-in-chief. *This book is a personally compiled international history of managing for quality. Each chapter is written by a renowned authority on quality, representing diverse backgrounds.* 1995, 688 pages, ISBN 0-87389-341-7, item H0876, member price $36.00, list price $40.00.

The Best on Quality, Volume 6, by John D. Hromi, editor. *The sixth in a renowned international series devoted to the science of quality and its improvement. Volume 6 comprises three topics: quality related management, quality related costs, and quality around the world.* 1995, 372 pages, ISBN 0-87389-343-3, item H0897, member price $38.50, list price $43.00.
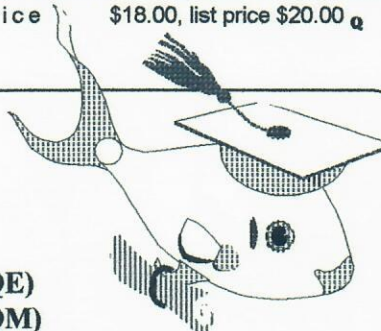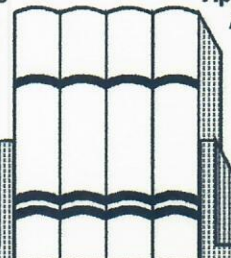
The Sales Quality Audit, by George A. Smith Jr. *Sales managers, quality managers, and sales trainers will benefit from this concise book by applying a quality audit methodology to improve sales and service.* 1995, 94 pages, ISBN 0-87389-337-9 item H0911, member price $17.00, list price $19.00.

Total Quality Service: A Simplified Approach to Using the Baldridge Award Criteria, by Sheila Kessler. *Discover an easy, step-by-step approach to implementing a successful service quality program. Supported by examples and success stories from Baldridge Award winners and leading edge companies, the book highlights the critical concepts, processes plans, and tools you'll need to create and maintain your total quality service program.* 1995, 161 pages, ISBN 0-87389-336-0, item H0893, member price $18.00, list price $20.00 Q

The Montreal Section (0401) will offer

Refresher Courses

for **Certified Quality Engineer (CQE)**
Certified Quality Manager (CQM)
Certified Quality Auditor (CQA)

These courses will be offered during the winter (1996) in preparation for the Certification Exams later in the year. Stay tuned for further notifications as the time approaches.

ASQC Awards Ishikawa Medals

The American Society for Quality Control announced two Ishikawa Medal winners: Paula Brooks Sommer, regional director with the Social Security Administration in Fort Worth Texas, and Horst Schulze, President and CEO of the Ritz-Carlton Hotel Co.

The ASQC awards the Ishikawa Medal to individuals or teams that achieve outstanding leadership in improving the human aspects of quality throughout the organization over an extended period of time.

According to National Commissioner of the Social Security Administration, Sommer received the award in recognition of her "contributions to the research and development of a leadership style credited with improving service, raising morale and increasing the efficiency in the Dallas region".

Fort Worth district has more than 1.2 million social security customers and 120 employees.

The ASQC awarded Schulze an Ishikawa Medal for his "strong moral leadership, genuine caring about people and *[for]* providing people with high skills and public appreciation".

Schulze led the company to win the 1992 Malcolm Baldridge National Quality Award and today spearheads the company's quest for 100-percent quest retention and 100-percent customer satisfaction.

The Ritz-Carlton operates 31 business and resort hotels around the world and employs about 16,000 people.

The [Ishikawa] medal was named in honor of the late Kaoru Ishikawa who was best known for empowering employees at the working level Q

ASQC Markets ISO-9000 CD-ROM

The American Society for Quality Control (ASQC), a not-for-profit organization headquartered in Milwaukee, will distribute a multimedia training series for achieving and sustaining ISO 9000 registration.

The agreement was signed between ASQC's Quality Press and Reality Interactive Inc., a Minneapolis-based multimedia developer. Earlier this year Reality Interactive introduced its ISO 9000 Registration Series, the first complete interactive multimedia tool kit for achieving and sustaining ISO 9000 registration. The five-title CD-ROM series runs on PCs under Microsoft Windows.

According to Brian LeHouillier, ASQC director of programs and operations, the ISO 9000 Registration Series puts the equivalent of an experienced ISO 9000 Consultant on a set of CD-ROMs.

"The ISO 9000 Registration Series is the fastest most cost effective learning tool that companies can buy to achieve and sustain ISO 9000 registration", LeHouillier said. "Not only does learning take place faster, but the project team has access to the information on their PCs anywhere".

ASQC's Quality Press promotes, markets and distributes quality control training materials, including CD-ROM multimedia products. Under the new agreement, Reality Interactive authorizes ASQC to promote and sell the ISO 9000 Registration Series through its established distribution channel, which include catalogs and direct response phone and FAX lines.

"The partnership between ASQC and Reality Interactive will help broaden the availability of the multimedia training series to ASQC members and others interested in achieving ISO 9000 registration", LeHouillier said.

The ISO 9000 Registration Series consists of five titles that guide everyone involved in ISO 9000 registration through the comprehensive registration process. The series titles include:

- The Executive Guide to ISO 9000, a decision tool for management.
- Understanding the ISO 9000 Process, Project plan essentials for ISO 9000.
- Internal Auditing, auditing for continuous improvement, useful both before and following registration.

ASQC is a professional, not-for-profit association which serves over 130,000 individual and 1000 corporate members. Founded in 1946, ASQC is the quality source for information the development, promotion and application of quality strategies and techniques Q

A Warm Welcome to our New ASQC Members

Denis Martin - Chair membership

NAME	START DATE	COMPANY
Francois Archambault	July 1995	Duopac Packaging
Brigitte Barbeau	July 1995	Biochem Immuno Systems Inc.
Mustapha Boucherit	July 1995	
James Bucci	July 1995	Sivaco Quebec
Heather Cunningham	July 1995	Burroughs Wellcome Inc.
Pauline Gilbert	July 1995	Bell Mobility Cellular
Christiane Lalumiere	July 1995	
Donna McLeod	July 1995	The Conference Board of Canada
Sharon Rauch	July 1995	Northern Telecom
Joseph Sifoni	July 1995	HB Fuller Canada Inc.
Ted Storin	July 1995	Kimberly Clark Corporation
Daniel Tougas	July 1995	Industrial Fillers
Rolland Dionne	August 1995	Stowe Woodward Inc.
Carl-Emanuel Ferrara	August 1995	
Melaine Bogle Hoyah	August 1995	
David R. Morris	August 1995	Rolls Royce Gas Turbine Engine
Michael S. Mugridge	August 1995	
Diane Provencal	August 1995	Ecole Louis Philippe Pare
Slim Saidi	August 1995	University of Montreal
Isabelle Truffer	August 1995	Lawson Margo Packaging

IDEAS WANTED!

Neil Asbil - Newsletter Chair

Seeing as we are all members of this quality organization called the ASQC, and seeing as how we are all familiar with the concept of continuous improvement I am willing to bet that most of you can guess what I am about to ask! If you thought I am about to ask for your feedback and comments about the newsletter, you would be *right*! In order to improve the quality of the newsletter and to meet your requirements better, I would like to hear your comments, positive or negative, and whenever possible, get your ideas for improvement.
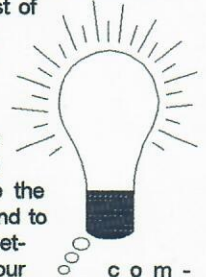
Of course I am interested in getting any feedback but I really would prefer constructive criticism whenever possible. Also, ideas for stories, new serials or regular features would also be appreciated.

I look forward to receiving your feedback and hope that you will support your newsletter by contributing ideas, articles or simply support. I can be reached by FAX, telephone or e-mail or snail-mail (Canada Post) at the usual

Schedule of Events *for* QUALITY MONTH
&
SATELLITE BROADCAST
26 OCTOBER 1995

8H30	Registration and Continental Breakfast
9H00	Opening of Session - B. E. Groulx & Charles Altman, ASQC and Gerry Davidson, AQP
9H15	Welcoming Address - Robert L. Papineau, Director General Ecole Technologie Superieure (ETS)
9H30	Speaker - Lorne Zakaib, *Topic: Leadership & Change Management*
10H15	Coffee Break - Exhibits are open.
10H30	Quality in Information Systems - Speaker to be confirmed Erickson Communications
11H15	The 4 dimensions of quality - Youssef A. Youssef, professeur en ingénierie de la qualité, École de technologie supérieure
11H45	Luncheon - Exhibits are open.
12H45	Luncheon Speaker - Monsieur Bernard Lamarre, Président, Ordre des ingéniers du Québec, La qualité en ingénierie: L'importance du facteur humain (The human side of quality engineering).
13H15	Move to Auditorium for Broadcast
13H30	SATELLITE BROADCAST
16H30	Wine and Cheese
18H00	Closing
Cost:	Full day participation, $185.00 ($45.00 for students), Groups of 4 or more are entitled to a 15% discount. *For further details on location and registration, see the registration form attached.*

NEW

TickIT LEAD ASSESSOR COURSE

SGS International Certification Services Canada Inc. is proud to announce its
TickIT LEAD ASSESSOR Course

WHO SHOULD ATTEND:

This course has been designed for Information Technology professionals. It 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 in auditing to enable them to function as quality systems auditors. However, those wishing to register as TickIt auditors must have direct experience in 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: $1750 + GST

For more information or to reserve space, please contact the Training Department at SGS ICS Canada Inc. at (905) 676-9595 or 1-800-636-0847   Fax: (905) 676-9519

Please see schedule for course dates and locations.

SGS International Certification Services Canada, Inc.

ISO 9000 Quality Systems Training
Call **1-800-636-0847** for a complete brochure of our Courses.

ISO 9000 Awareness — $395.00*

October 6th	Montreal
October 20th	Toronto East
November 15th	Kitchener/Waterloo
November 29th	Montreal
December 1st	Toronto West

Quality Systems Documentation — $645.00*

November 8th & 9th	Kitchener/Waterloo
November 15th & 16th	Vancouver
November 21st & 22nd	Toronto East
December 6th & 7th	Toronto West
December 12th & 13th	Kitchener/Waterloo
February 8th - 9th	Kitchener/Waterloo

Internal Auditor — $795.00*

October 4th & 5th	Toronto West
October 18th & 19th	Kitchener/Waterloo
November 1st & 2nd	Toronto East
13 & 14 novembre en Français	*Montreal*
November 29th & 30th	Kitchener/Waterloo
December 4th & 5th	Toronto West
December 6th & 7th	Vancouver
December 14th & 15th	Kitchener/Waterloo
January 15th - 16th	Toronto

Lead Assessor, IRCA/RAB — $1495.00*

October 2nd - 6th	Vancouver
October 23rd - 27th	Toronto East
November 6th - 10th	Montreal
20th-24th novembre en Français	*Montréal*
November 27th - Dec. 1st	Toronto West
December 11th - 15th	Vancouver
January 22nd - 26th	Toronto
29 jan - 2 fév en Français	*Montréal*
February 19th -23rd	Toronto

ISO 9000 For The Service Sector — $795.00*

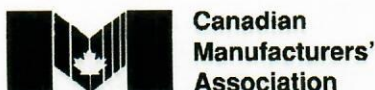|	
September 25th & 26th	Montreal
October 16th & 17th	Kitchener/Waterloo
November 13th & 14th	Montreal
November 16th & 17th	Kitchener/Waterloo
December 18th & 19th	Montreal
February 14th - 15th	Toronto
February 14th - 15th	Vancouver

Additional Courses Offered

TickIT Lead Auditor Course
October 16th - 20th   Montreal

- Introduction to BS7750 - Environmental Standard
- ISO 9000 Executive Overview
- Introduction to TickIT

All of our courses can be customized for in-house presentations. Please contact Donna or Jim in the Training Department at:

SGS International Certification Services
Suite 300, 5925 Airport Rd. Mississauga, ON L4V 1W1
Phone: (905) 676-9595   Fax: (905) 676-9519
Toll free 1-800-636-0847

*GST will be added to all prices
Eligible for SQDM credit, Reg#: 06F102700-1

Canadian Manufacturers' Association

Rev. 10/2/95

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Kevin J. Jenkins
President and CEO
Canadian Airlines
International Ltd.

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1994
Frank McKenna
Province of
New Brunswick

1993
William E. Bradford
North American Life

1992
David R. McCamus
Xerox Canada Inc.

1991
John E. Cleghorn
Royal Bank of Canada

1990
Jean C. Monty
Bell Canada

1989
Georges A. Peapples
General Motors
of Canada Ltd.

1988
Harry G. Rogers
Industry, Science and
Technology, Canada

1987
Robert A. Ferchat
Northern Telecom
Canada

1986
Claude I. Taylor
Air Canada

SATELLITE BROADCAST AND CONFERENCE
ECOLE TECHNOLOGIE SUPERIEURE - 26 OCTOBER 1995
4750 HENRI JULIEN, MONTREAL

REGISTRATION BY FACSIMILE: (514) 685-7055

NAME: _____

TITLE: _____

COMPANY: _____

ADDRESS: _____

_____

TEL: _____   FAX: _____

METHOD OF PAYMENT

( )   CHEQUE OR MONEY ORDER (IN ADVANCE) IN THE AMOUNT OF :
       $_____ (PLEASE MAKE THE CHEQUE PAYABLE TO:
       ASQC-MONTREAL SEE ADDRESS BELOW)

( )   CHEQUE OR MONEY ORDER ON THE DAY OF THE EVENT.

NOTE: ALL ATTENDEES MUST REGISTER BY FACSIMILE. THOSE WHO
WISH TO   CANCEL THEIR REGISTRATION AND RECEIVE A COMPLETE
REFUND MUST DO SO BY FACSIMILE PRIOR TO OCTOBER 12, 1995,
12H00 NOON. ALL REGISTRATIONS WILL BE INVOICED REGARDLESS OF
ATTENDANCE. CONFIRMATIONS OF REGISTRATION WILL ONLY BE SENT
ONCE PAYMENT IS RECEIVED. SAME DAY REGISTRATION SUBJECT TO
AVAILABILITY.

INFORMATION

ASQC MONTREAL
3383 des Sources, suite 401
Dollard des Ormeaux, Que.
H9B 1Z8
Tel: 683-4000 ext. 401   Fax: 685-7055

PARTNERSHIP: STRENGTH IN DIVERSITY

Canadian

A PROJECT OF THE CANADA QUALITY COUNCIL
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OCTOBER EVENT

WHAT: The scheduled event for October is of course, the satellite broadcast which is set to take place on October 26 at the Ecole de technologie supérieur. For more details on this event, turn to page 1 and page 4 of this newsletter.

Preview of November's Event

WHAT: A dinner talk by Michel David titled"

"You've got to be crazy to be in quality"

A study of recent research on social behaviour indicates that the principals upon which ISO-9000 Quality System Standards are based might be counter-cultural to North American values and training. At the same time, customer satisfaction studies now indicate that your most loyal customers are the ones that have had problems with you in the past. The presentation will elaborate on these two principals and other interesting facts, that when all taken together will lead any sane person to conclude that "You've Got To Be Crazy To Be In Quality".

DECEMBER ------The New Quality Professional
JANUARY ---------ISO 9000, Second Round Table
FEBRUARY ------Software Quality
MARCH ------------Quality in Government
APRIL ----------------General Assembly - Award night
MAY ------------------Team Problem-Solving Olympics

For more on the coming events; locations, times, costs, and details of the events themselves, keep an eye on this area of the Newsletter. We will make every effort to keep you advised of what is coming up in plenty of time for you to plan *your* schedule so that you can participate.

Newsletter

Montreal Section 0401

3383 boul. des Sources, Suite 401
Dollard des Ormeaux, Quebec,
H9B 1Z8

STAMP

Address sticker