



Montreal Section 0401 Newsletter

February 1996

Volume 47 Issue 6

Chairman's Message

Sam Weissfelner - Chairman, Montreal Section



50 Years and Counting

JP Amiel - Awards Chair

Over the last fifty years, we have seen a growing change in customer expectations in all areas of industry. This has meant that to keep their customers, most of the industry has responded by better quality products and improving customer service.

This change has not been an easy one. It has meant rethinking the way we do business in many areas of the company. Through these many years, ASQC has gathered leaders and thinkers, and maintained a forum where these ideas could be exchanged.

Take a moment and reminisce over the following words for a moment—100% inspection, Shewart, MIL-STD-105, Deming, Statistical Process Control, MIL-Q-9858, DND-1015, Quality

Assurance, Feigenbaum, Total Quality control, Ishikawa, CSA Z-299, Pareto, AQAP, Continuous Process Improvement, Kaizan, ISO-9000, Self-directed Teams, QS-9000. What do the next fifty years have in store for the quality individuals?

Simply said, ASQC is marking its golden anniversary and your section is organizing a celebration.

On the program, we have invited Mr. Michel DAVID, vice-president of quality at Pratt & Whitney, who will explain his views on how "You've got to be crazy to be in quality" and this should be a very interesting presentation.

We will also have present, many of the Section's past Chairpersons to tell us the part they have played in this "quality movement". If my experiences are any indication, they should have quite a few good stories to tell.

So don't be shy. Come and meet the individuals, like yourself, who have, and still are, contributing to the advancement of quality. This should be the event of the season.

I hope to see you there **q**

FEBRUARY EVENT

WHAT:

ASQC celebrates its 50th birthday on 16 February 1996. We will celebrate the on the 13 February 1996. There will be cake, anecdotal stories from some our section's past chairpersons and we will also have a talk by Michel David.

"You've got to be crazy to be in quality", A dinner talk by Michel David, Vice-President of Quality, Pratt & Whitney.

A study of recent research on social behavior 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".

WHEN:

February 13, 1996, 18h00.

WHERE:

Dorval Airport Hilton.

CONTACT:

Paola L. Hawa, Chair of Programs and Arrangements, to confirm your participation or to get more information at (514) 695-5541.

DEADLINE:

Receipt to RSVP by Friday, February 9, 1996.

COST:

This event will cost \$25.00 and includes a hot an cold buffet. NOTE: payment by cash or check at the door.



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 Jean-Pierre AMIEL

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 Gilbert COLL

Director:
 Youssef YOUSSEF

***It Quacks Like a
 Duck***

*REPRINT - Management Review, September 1995, article
 by Martha H. Peak*

**This is the forth and final part of a continuing
 four- part series on quality in the classroom.**

Quality management may differ across the school districts that are using it, but the basic concept of using statistical tools to uncover and resolve school problems remains constant and sets TQM educational processes apart.

By the broadest measure, the concept of providing the worker/student with the overall aim of the business/school, and then providing the tools, techniques and training to help him or her suggest improvements to the business or school, follows the Deming formula.

But consider the different environment in which classroom-based TQM takes place. Most businesses in this country that are making strides with statistical quality processes are doing so in an environment that promotes change and risk-taking. Yet public school principals are unable to choose their students or teachers, schools exist in a hard-line unionized and tenured environment, the student body has an optimum 25 percent annual turnover and, most important, public school students are a captive audience that cannot always be expected to but into the intrinsic, long-term aim or education as defined by quality educators.

Perhaps the biggest boost that quality processes can offer education is a new paradigm for looking at an ongoing problem. According to quality thinking, the

people and students involved in the school system are okay; it's the processes that are at fault. "Replacing [Captain] Hazelwood would not have stopped the Exxon Valdez accident," consultant and author Peter Scholtes told attendees at the Albuquerque conference. His message: We've got to stop looking for scapegoats and make tough decisions needed to fix our educational system.

"Americans have a certain genius for figuring out what to do when faced with a problem," Dobyns said. "Until we change education, no other change matters. Without quality in education we cannot possibly have quality in the rest of society." **q**

**SUSTAINING
 MEMBER
 RENEWAL**

We'd like to welcome the
 renewal of one of our sustaining
 members of the ASQC,

**The Royal Bank of
 Canada**

whose renewal is effective
 December 15, 1995

*Happy
 New Year
 1996*



A FIRST! in Montreal,
 Management of Measuring Equipment,
 using ISO 10012.

(514) 333-5767

Accademia
 Qualitas

FEBRUARY EVENT

WHAT: ASQC celebrates its 50th birthday on 16 February 1996. We will be celebrate this milestone in the life of *the* premier quality organization in the world on 13 February 1996. The celebration will be combined with the talk by Michel David.

Main Event: "You've got to be crazy to be in quality", A dinner talk by Michel David, Vice-President of Quality, Pratt & Whitney.

A study of recent research on social behavior 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".

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MARCH -----Software Quality APRIL General Assembly - Award night
MAY -----Team Problem-Solving Olympics

AVIATION/SPACE & DEFENSE DIVISION



Aviation/Space & Defense Division



Membership in the Aviation/Space & Defense Division of ASQC offers many benefits to the quality professional involved in aviation, space or defense related industries. Division membership brings you the information and advice you need to continue your professional advancement including:

- ◆ Up-to-date commentary on commercial, military and international quality standards
- ◆ A close-knit association of industry experts and professionals offering extensive opportunities for networking.
- ◆ Educational resources and expert advice to help guide you through all aspects of your professional development including ASQC certification exams, training courses and other industry-specific certifications.
- ◆ Close affiliation with both national and international government agencies such as FAA, JAA, NASA, ESA and DoD.
- ◆ The most comprehensive, well-regarded and influential conferences in the industry.
- ◆ An excellent quarterly newsletter containing technical information, upcoming events, industry awards, a speakers resource list and job referral recruitment section.

As a member of ASQC, you qualify to join the Division. Send just \$6.00 for division dues to ASQC headquarters and join the A/S&D Division. Put your career in the aerospace and defense industries into high-gear!

For More Information Call 1.800.375.7363

5th Annual

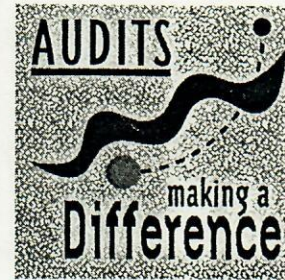
ASQC

Quality Audit Conference

TRACK 1
Starting Out - A Review of Quality Audit Concepts

TRACK 2
The Quality Auditor as a Change Agent

TRACK 3
Building Partnerships With Other Auditors



MAKING A DIFFERENCE!

The auditor is often expected to bring about positive change in an organization through the audit process. This conference will focus on how the auditor can help bring about these changes.

KANSAS CITY
THE WESTIN CROWN CENTER
FEBRUARY 22-23, 1996

ATTENDANCE WILL BE LIMITED.