



# Montreal Section 0401 *Quality* newsletter *eh?!*

February 1997

Volume 48 Issue 4

## Executive 1997-98 REMINDER

*J-P Amiel - Programs & Arrangements Chair*

**M**ontreal - As we look forward to spring while freezing our ... off, your favorite executive is preparing the transition for the coming year. Some have decided to stay on for another year, while others will assist in the transition of the new team. SO...on February 26<sup>th</sup>, we will hold our annual meeting. This is your opportunity to participate in the development of your Section.

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

Chairperson    **Rob Fairbairn**  
Secretary      **Keith Forcier**  
Treasurer      **Gerry Yedynak**

Here is a list of the remaining positions that remain to be filled. You must be a member in good standing to apply for any of these positions

- Vice-Chair
- Awards
- Education
- Koality Kid

- Membership/On-line
- Newsletter
- Programs and arrangements
- Recertification and examining\*
- Section Management Program (SMP)

\* The recertification and examining chair MUST hold a valid ASQC Certification and will not be permitted to write Certification exams within a two year period.

If interested, send your name and contact information to:

JP AMIEL,      Tel: 514 280-5412  
STCUM,        Tax: 514 280-6004  
8845 St. Laurent,  
Montreal, Qc., H2N 1M3

## Notice of Annual Assembly 1997

Sun and beach in February is always welcome. But when you add MÉCHOUI and COUSCOUS...now you've got a winning combination!

As we've told you, our fiscal year has changed soooo, its that time of the year again. You are invited to participate in your Section's

Annual General Assembly, and as the introduction states, we have found something quite delightful for you again this year. We will hold our meeting at a restaurant specializing in North African cuisine (Mediterranean coast of Africa).

**DATE:**      Wednesday, 26<sup>th</sup> February 1997

**TIME:**        6:00 PM

**PLACE:**      LE VIEIL ALGER  
5334 Avenue du Parc (near Fairmount)  
Montreal, (514) 270-4041

**COST:**        \$15.00

### MENU:

- ✓ Various entrées
- ✓ The MÉCHOUI (roasted lamb, delicately flavored with cumen accompanied by Couscous au miel...Mmmmm)
- ✓ Wine (1 Liter for 4 persons)
- ✓ Various Algerian pastries (Stuffed pears, Cakes, Bride's fingers)
- ✓ Tea and Coffee

### Evening's 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



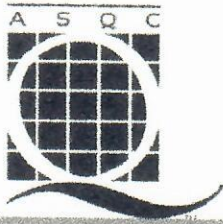
**PLEASE RESERVE IN  
ADVANCE!!**

For reservations and/or information call:

**JP AMIEL at (514) 280-5412**

**inside...**

CQE Certification.....	Page 2
Coming Events 1997 .....	Page 3
Section Education Program 1997-98.....	Page 4-5



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**OFFICERS  
 1996/97**

**Chairman:**  
 Robert FAIRBAIRN

**Vice-Chairman:**  
 J-P AMIEL

**Secretary:**  
 Keith FORCIER

**Treasurer:**  
 Gerry YEDYNAK

**Newsletter:**  
 Neil ASBIL

**Education:**  
 Dr. David TOZER

**Recertification  
 & Examination:**  
 Norman DICKINSON

**Programs &  
 Arrangements:**  
 J-P AMIEL

**Membership/On-line:**  
 Denis MARTIN

**SMP Coordinator:**  
 Inteaz ALLI

**Koality Kid:**  
 Charles ALTMAN

**Awards:**  
 Jean-Pierre AMIEL

**Directors:**  
 Nutan KALIA  
 Sam WEISSFELNER

**Info on the ASQC's CQE Certification**

*Dr. David Tozer - Education Chair*

In an effort to inform our members of the ASQC's certifications program, the following has been prepared.

**Benefits to the individual writing the examination**

- 1) recognition of mastering the basic tools for quality improvement,
- 2) defend your job during cost cutting by showing management how to reduce the cost of quality,
- 3) improved competitive position in the work place through better credentials,
- 4) gain knowledge in how to get people to work as a team,
- 5) an understanding of the need to improve the system we work in to improve quality,
- 6) a logical step in the development of a manager who can sort the useful from the useless information.

**Benefits to companies having CQEs as employees**

- 1) have employees who have an understanding of practical applications of statistical methods,
- 2) have employees who are trained in how to work as

a member of a team.

- 3) have employees who can find the important things to work on,
- 4) have employees who have the tools to improve quality and profit for the company.

**Recommended prerequisites for the course**

- 1) Courses in the mathematical disciplines, including statistics,
- 2) Exposure to the measurement tools of mechanical engineering,
- 3) Exposure to the ideas on management expressed by Juran and Deming.

**Getting the prerequisites**

- 1) Courses in the prerequisites are offered by the Montreal Section,
- 2) Self directed reading and practice questions,
- 3) Universities offer courses in statistics,
- 4) Some degree programs are statistical.

**Where to get help**

Call Dr. D. Tozer at (514) 694-2830 or E-mail to [tozerdd@sympatico.ca](mailto:tozerdd@sympatico.ca)

**Radiopharmaceutical  
 Quality Control Supervisor**

**Ottawa:** Our client, MDS Nordion is a world leader in the development, production & marketing of radio-pharmaceutical and isotope products and technology. On their behalf, our firm is undertaking a search for a Radiopharmaceutical Quality Control Supervisor.

Leading a team of eight Quality Control Technicians, the Radiopharmaceutical Quality Control Supervisor is ultimately responsible for the timely release of raw materials and finished products. In addition, the supervisor interprets and implement procedures acceptable to Canadian, US and European regulatory bodies and customer requirements.

The person we are seeking possesses a degree in either microbiology or a life science, and has a minimum of five years working experience in a relevant Quality Control environment. Already experienced as a supervisor, the person who is well qualified for this role has excellent communication skills, sound judgement, especially under pressure, and the ability to work well as part of a team.

If you, or someone you know would like more information, please call me at 613-567-5133 or send your resume to 1611-50 O'Connor St., Ottawa, Ontario K1P 6L2, or e-mail us at [robsuret@magi.com](mailto:robsuret@magi.com).

**ROBERTSON SURRETTE**  
 EXECUTIVE SEARCH

The  
**Montreal  
 Section**  
 wishes to  
 congratulate  
**Sam  
 Weissfelner**  
 for  
 successfully  
 completing  
 the CSQE  
 examinations



## Dimensional Calibration Laboratory

*Calibration and certification of length standards and dimensional measuring instruments to ISO/IEC Guide 25*

- CLAS certified by the National Research Council (96-01)
- Accredited by the Standards Council of Canada (220)

9912 Côte-de-Liesse, Lachine, Quebec H8T 1A1  
Tel.: (514) 631-6653 • Fax: (514) 631-6122 • e-mail: ulrich@axess.com


Standards Council of Canada  
Accredited Laboratory  
Scope of Accreditation 220



Conseil canadien des normes  
Laboratoire accrédité  
Portée d'accréditation 220

TM

### *What's coming up in events this year?*

 ur program this year includes a number of joint activities with the Section Quebecoise. Here is a brief summary of events being planned for the coming months. Keep tuned to this Newsletter for further details. See you at the events.

*JP Amiel - Programs & Arrangements Chair*

**12 FEBRUARY** **Surfing the Quality Net.** A maximum of 50 persons will get an introduction to the Internet and various quality web sites. You **MUST** reserve with Diane BONNIN at (514) 449-2722.

**26 FEBRUARY** **The Section's Annual Assembly.** Due to changes in the ASQC's fiscal calendar, the assembly is three months earlier. Please come and meet us and help in your section's success. For more information contact: JP AMIEL (514) 280-5412

**MARCH** **KAIZEN and autonomous work teams.** With the Section Quebecoise we will have the opportunity to discover Pratt and Whitney's Kaizen approach and also take a plant visit.

**APRIL** **Building Quality Software.** This is a presentation on how ATS Aerospace Inc. develops quality software that is used in training simulators for the Air Traffic Control and Marine environments. The evening will include demonstrations of the simulator.

**MAY** **Problem Solving Olympics.** This event is being organised in co-operation with the Section Quebecoise and the AQP.

For this event to succeed, not only do **WE NEED participants** but we also need **volunteers** to act as animators and observers. **PLEASE** call and volunteer your time and participation with JP AMIEL at (514) 280-5412.

**JUNE** **ISO 14000, ISO 9000 and the environment.** So what's all this talk about standardizing the environment. We shed some light on the development of this new standard.

**SEPTEMBER** **Quality Golfing.** This will be the tournament to attend. We tee-off with the Section Quebecoise in a show of camaraderie, dexterity and reflexion on the laws of physics. Details to follow.

# ASQC Education Program for 1997 and 1998

Dr. David Tozer - Education Chair

The education programs offered are intended to lead to Certification by ASQC. To achieve the required level of knowledge different options are offered. People with different levels of knowledge can enter the program at a level that suites their needs. All courses are offered in English only. The advantage for Francophones is that the course will improve their knowledge and use of English which will be important since the examinations are only available in English.

### Certified Quality Engineer

Certified Quality Engineers are required to have a university level knowledge of statistics. They are also required to know the methods of process improvement and management methods for improving quality. The management methods put forward by ASQC match those of Deming and Juran to a high degree. The CQE must also have an understanding of other management methods. There are two main paths offered to people leading to certification as a Certified Quality Engineer.

For those who feel comfortable with the body of knowledge refresher courses are offered. These courses are intensive and give the student thorough preparation for the exam.

For those who feel they need to work on the basics the following basic courses are offered.

### Probability and Statistics for Everyone.

The basic ideas of probability and statistics are introduced and reviewed. The topics include:

probability, basic statistics, control charts, sampling, and hypothesis testing

### Experimental Design for Engineers.

This is a short course on the methods of experimental design as applied to the industrial situation. The methods focus on extracting the largest amount of information from an experiment at the minimum cost. Methods of analyzing experimental data include: t test, F test, c2 test, regression analysis, analysis of variance, and the general linear model. Probability and Statistics is a prerequisite.

### Managing for Quality.

This course offers the basics of quality management as put forward by ASQC. The approach is based on the idea that people work in processes and it is the quality of these processes that determines the quality of product or service an organization can produce. Quality is achieved by ensuring staff have the tools needed to do their work properly. The quality system also needs to operate economically so the Cost of Quality is an important aspect of managing for quality. Topics covered include: industrial psychology, theories on behavior in the work place, cost of quality, organizing for quality, quality steering committee, and quality improvement, human resources.

### Certified Quality Auditor

This course is a refresher for those who are auditors or are in an environment that auditing frequently done. The course prepares the student for the examination. The course

covers the same general topics as the ISO 9001 lead assessor course with the addition of basic statistics. The course is not a registered ISO course and it is not the format of the Lead Assessor course. Students are expected to do case studies during the course. Topics covered include: audit objectives, audit preparation, audit conduct, audit reporting and basic statistics.

### Certified Quality Manager

This course is a refresher course for those preparing for the Certified Quality Managers Examination. The topics include: quality standards, strategic quality planning, customer satisfaction, project management, continuous improvement, human resources, and education and training.

### Certified Quality Technician

To write this examination the candidate will require the basic knowledge of the probability and statistics course. A refresher course is available to the students who want to write this examination.

### Certified Mechanical Inspector

To write this examination the candidate will require the basic knowledge of the probability and statistics course. A refresher course is available to the students who want to write this examination.



## Schedule

### Winter 1997

#### Preparation for the June examinations

	Duration (minimum)	Member Fee	Nonmember Fee
Certified Quality Engineer Refresher	10 weeks	\$850 per person	\$950 per person
Certified Quality Auditor Refresher	7 weeks	\$600 per person	\$700 per person
Certified Mechanical Inspector Refresher	7 weeks	\$600 per person	\$700 per person

### Late summer/early fall 1997

#### Preparation for the October examination (this refresher will start before Labour day).

	Duration (minimum)	Member Fee	Nonmember Fee
Certified Quality Technician Refresher	7 weeks	\$850 per person	\$850 per person
Probability and Statistics for Everyone	10 weeks	\$600 per person	\$700 per person
Managing for Quality	7 weeks	\$600 per person	\$700 per person

### Fall 1997 (this refresher is for the March 1998 examination).

Certified Quality Manager Refresher	7 weeks
Experimental Design for Engineers	7 weeks

### Spring 1998 (this refresher is for the October examination).

Certified Quality Technician Refresher	7 weeks
Probability and Statistics for Everyone	10 weeks
Managing for Quality	7 weeks

### Winter 1998 (this refresher is for the June 1998 examination).

Certified Quality Engineer Refresher	10 weeks
Certified Quality Auditor Refresher	7 weeks
Certified Mechanical Inspector Refresher	7 weeks

### Fall 1998 (this refresher is for the March examination).

Certified Quality Manager Refresher	10 weeks
Experimental Design for Engineers	7 weeks

Details of the course start dates and room locations will be published in the newsletter. The courses will take place at MacDonald Campus of McGill University starting at 18:00.