

ASQ



# Montreal Section News

American Society for Quality  
Section 0401

September 1997

Volume 48 Issue 6

## And now a Word from the Chair...

*Robert Fairbairn - Montreal Section Chairperson*

Hello and welcome back. Hope you enjoyed your summer. We begin this year, as many of you know already, with a new name, ASQ (we've lost Control). It is hoped that the elimination of the word "control" will improve the perceptions of the organization since quality is everybody's business, not just those Q.C. people. All members will receive a new membership card bearing the new name.

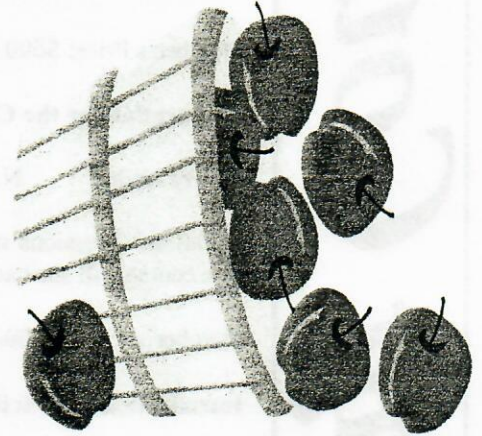
Our new Programs and Arrangements Chair, Bernard Doiron, has been working with his colleagues on this year's monthly events. We hope you will find the time to come out and join us at as many of these as possible. There'll be new events, new people, new opportunities. Please try and support these events.

One of our priorities this year will be the Newsletter. We thank Neil Asbil for his success over the past 2 years in bringing the Newsletter up to a more sophisticated level. Neil is handing over the baton to Gillian Glover who is our new newsletter editor. Welcome aboard Gillian. It's great to have someone with your experience and enthusiasm working with us. To all members out there, remember, this is your Newsletter. If you want to publicize something or write about something, eg. a certain quality experience you had, or a new idea, please contact Gillian or myself. We're always looking for material to use.

We are also looking into the formation of an Internet Home Page for our section this year. We'll keep you posted.

Our Education Chair, David Tozer, has put together a series of refresher courses for people wanting to take one of the certified quality exams. These courses offer first hand experience from quality professionals at very reasonable rates. Don't wait any longer - take a course.

Hope to see you soon. Have a good year.



## Fall 1997 - Coming Events...

*Bernard Doiron - Programs & Arrangements*

Summer is over and we are ready for another year of activities.

As in the past, we will try to have activities that will inform or challenge you.

We will kick off the season with a site visit. SR Telecom has gracefully accepted to be our host for our first event. Please note that only the first thirty reservations will be accepted.

October will see us involved with ISO 9001 in the Public Sector. The first municipality to be certified ISO 9001, Saint-Augustin-de-DesMaures, will be represented by M. Robert Doré, Quality Coordinator. The first School Board to be certified ISO 9001, Commission scolaire du Centre de la Mauricie, will be represented by M. Pierre Chénard, Quality Coordinator. These two organizations were the first in the world to be certified in their fields.

November will bring us an outstanding speaker - the President and CEO of IBM Canada has accepted to talk to us on the Canada Quality Month theme "Competing in the Age of the Networked Society".

Due to circumstances beyond our control, the Summer Olympics had to be cancelled. However you're not losing! Here comes the Winter Olympics!! December will challenge you. The Problem Solving Winter Olympics will more than make up for the wait. Get those gray cells working — you'll need them! The Christmas Party will follow the Olympics. This will be an event that will start at 13:00 and finish around 21:00.

See page 6 to reserve for these coming events.

inside...

Upcoming Courses.....	Page 2
Calendar of Events for the Year Ahead .....	Page 3
Section Québécoise 0404 Fall Activities .....	Page 3
Registration for Fall 1997 Events .....	Page 6



# Upcoming Courses

## ASQ Training 1997 to Early 1998

### Preparation for the Quality Manager's examination in March 1998

Course leader: R. Dyer, who has passed the Quality Manager's examination  
C. Altman, Eng.  
D. Tozer, Ph. D., CQE by ASQ

Duration: 7 sessions starting 18 November 1997 for four weeks and continuing 13 January 1998 for 3 weeks. The course will start at 18:00 and will end at 21:00 on each Tuesday.

Member's Price: \$600.00

Non-Member's Price: \$700.00

### Preparation for the Certified Mechanical Inspector's examination in March 1998

Course leader: N. Dickinson, B. Sc., CQE by ASQ, CQA

Duration: 7 sessions starting 18 November 1997 for four weeks and continuing 13 January 1998 for 3 weeks. The course will start at 18:00 and will end at 21:00 on each Tuesday.

Member's Price: \$600.00

Non-Member's Price: \$700.00

### Introduction to Practical Statistics

Course leader: D. Tozer, Ph. D., CQE

Duration: 7 sessions starting 19 November 1997 for four weeks and continuing 14 January 1998 for 3 weeks. The course will start at 18:00 and will end at 21:00 on each Wednesday.

Member's Price: \$600.00

Non-Member's Price: \$700.00

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Payment must be completed in full by 4 November 1997. There will be no refunds after the start of the course. A fee of \$60.00 will be withheld for any cancellations before the course starts. Minimum enrollment for a course is 4 people. All money will be refunded if there is insufficient enrollment. Payment can be made to American Society for Quality (Montreal Section).

If you have any questions or would like more information, please contact David Tozer, Education Chair at 697-3831

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## Quote of the Month

*Quality is never an accident, it is always the result of intelligent effort*

- John Ruskin

## -WANTED- Newsletter Contributors

We're always looking for ASQ members who are interested in writing and contributing articles for the Montreal Section Newsletter. If you have any articles that might be of interest to your fellow quality professionals, then why not put them in the Newsletter. Just contact Gillian Glover at 694-1772 or e-mail [smacleod@total.net](mailto:smacleod@total.net)



# Calendar of Events for the Coming Year

17th September 1997 SR Telecom Site Visit Host and Presenter David Welsh Quality Director	22nd October 1997 ISO 9001 in the Public Sector Municipalities and School Board	6th November 1997 Competing in the Age of the Networked Society A condensed version of the Quality Month	5th December 1997 Team Problem Solving Winter Olympics & Christmas Party
January 1998 Supplier Quality Purchasing Management Association	February 1998 Annual Meeting	March 1998 Quality in the Paper Industry ISO 9000 & ISO 14000	April 1998 Experiences and Implementation of ISO 9001 in Large, Medium, and Small Companies
May 1998 Qualimetre	June 1998 Site Visit	July 1998 No Activities	August 1998 No Activities

If you have any suggestions for future activities or need more information concerning planned activities, please contact:

**Bernard Doiron**  
Tel: (514) 653-4879

## *Section Québécoise 0404 - Prochaines Activités*

5 septembre	tornei de golf club Base de Roc. Joliette	a partir de 11h00	\$70 ou \$40 golf et \$40 souper	Jean Claude Denis 677-3669
2 octobre	lancement du mois de la qualité Palais de congres	a partir de 14h00	gratuit	mouvement québécois de la qualité 868-0860
7 octobre	QS 9000 a communiquer	18h00	\$25	Jean Francois Péloquin 688-4970
11 novembre	norme HACCP a communiquer	18h00	\$25	Jean Francois Péloquin 688-4970



# Tick IT LEAD ASSESSOR TRAINING

**\*\*IRCA/RAB Accredited\*\***

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 QS 9000. 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:

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: \$1795.00 + GST + PST

For more information or to reserve space, please contact the Training Department at: (514) 695-3310, or Fax: (514) 695-9799.

Toll free number: (888) 695-4769



**CONFIRMED DATES: OCTOBER 6TH TO 10TH, 1997 IN MONTREAL**



SGS International Certification Services Canada, Inc.  
Suite 202, 955 St. John Boulevard,  
Pointe Claire, Quebec H9R 5K3  
Phone: (514) 695-3310 Fax: (514) 695-9799





# 1997 Training Schedule for ISO 9000 Quality Systems and ISO 14000 Environmental Management Systems

## ISO 9000 Internal Auditor **\$895.00\$\***

25 - 26 September	Ottawa in English
2 - 3 October	Montréal in English
16 - 17 October	Halifax in English
30 - 31 octobre	Montréal en français
13 - 14 novembre	Québec en français

## ISO 9000 Lead Assessor, IRCA/RAB **\$1,595.00\***

18 - 22 août	Montréal en français
15 - 19 septembre	Montréal en français
6 - 10 October	Halifax in English
20 - 24 octobre	Montréal en français
3 - 7 novembre	Québec en français
17 - 21 November	Ottawa in English
24 - 28 November	Montréal in English
8 - 12 décembre	Montréal en français

## ISO 14001 Internal Auditor **\$895.00 \***

11 - 12 septembre	Montréal en français
18 - 19 September	Halifax in English
2 - 3 October	Montréal in English
27 - 28 October	Ottawa in English
13 - 14 novembre	Québec en français
4 - 5 décembre	Montréal en français

## ISO 14001 Lead Assessor **\$1,795.00\*** (EARA approved)

28 - 30 July & 7 - 8 August	Montréal in English
8 - 12 September	Edmonton in English
22 - 26 September	Halifax in English
20 - 24 October	Mississauga in English
10 - 14 November	Montréal in English
1 <sup>er</sup> - 5 December	Vancouver in English

## Quality Systems Documentation **\$295.00\***

12 septembre	Montréal en français
27 October	Montréal in English
10 novembre	Montréal en français
5 December	Montréal in English

## Additional Courses Offered

General Physics, with the support of SGS Worldwide, is now offering QS-9000 Sanctioned Training courses, including QS-9000/QSA Training, Internal Auditing, FMEA/PPAP and Advanced Product Quality Planning (APQP). Please call our office for course dates and locations.

*We also offer customized in-house presentations of all of the above courses, as well as Awareness seminars and Executive Overview sessions. Please contact the Training Department at: 1-888-695-4769.*

## ISO 9000/ ISO 14001 Integration **\$895.00\***

29 - 30 September	Montréal in English
3 - 4 November	Montréal in English

## Hazard Analysis Critical Control Points (HACCP) **1 295 \$\***

8 - 11 September	Halifax in English
November	Montréal in English

**SGS International Certification Services Canada Inc.**

955 St. John Boulevard, Suite 202  
Pointe-Claire, Québec H9R 5K3  
Phone: (514) 695-3310  
Fax: (514) 695-9799  
Toll Free: 1-888-695-4769

\*GST and PST will be added to all prices  
Eligible for S.Q.D.M. credit, Reg#: 06F102700-1





# Registration Form for the Following Activities

For your convenience you can fax this form to:

**Bernard Doiron**  
**Fax: (514) 286-2686**

**17th September 1997**      **SR Telecom**      **Site Visit**      **8150 Trans Canada Hwy, St. Laurent**

The event will start at 18:00 with a buffet and a showing of the SRT Corporate Video, followed by a plant tour. There is space for thirty people and the facility is non-smoking. There will then be an on-line presentation about the extensive use made of databases by QA. The databases are on a LAN that services both the Montreal and Kanata facilities. The price for this event is \$15.00 for members and \$20.00 for non-members.

**22nd October 1997**      **ISO 9001 in the Public Sector**      **Municipalities & School Board**

This event will start at 17:30 at the Dorval Hilton. The price is \$25.00 for members and \$30.00 for non-members

**6th November 1997**      **Competing in the Age of the Networked Society**      **(IBM President and CEO)**

This event will start at 15:30 at the Dorval Hilton. The price is \$25.00 for members and \$30.00 for non-members

**5th December 1997**      **Team Problem Solving "Winter" Olympics**

This event will start at 13:00 at the Dorval Hilton. The price is \$50.00 for members and \$60.00 for non-members

**Name:** \_\_\_\_\_ **Company:** \_\_\_\_\_

**Member #:** \_\_\_\_\_ **Event:**

<b>September</b>	<input type="checkbox"/>
<b>October</b>	<input type="checkbox"/>
<b>November</b>	<input type="checkbox"/>
<b>December</b>	<input type="checkbox"/>

**For more information concerning the activities or to reserve, please contact**

**Bernard Doiron**

**Tel: (514) 653-4879**  
**Fax: (514) 286-2686**



**MONTREAL SECTION (0401)**

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Internet: asqc0401@quality.org

**OFFICERS  
1997-1998**

**Chairperson:**  
Robert FAIRBAIRN

**Vice-Chairperson:**  
J-P AMIEL

**Secretary:**  
Keith FORCIER

**Treasurer:**  
Gerry YEDYNAK

**Newsletter:**  
Gillian GLOVER

**Education:**  
David TOZER

**Recertification  
& Examination:**  
Norman DICKINSON

**Programs &  
Arrangements:**  
Bernard DOIRON

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

**SMP Coordinator:**  
Inteaz ALLI

**Koality Kid:**  
Raymond DYER

**Awards:**  
Jean-Pierre AMIEL

**Directors:**  
Nutan KALIA  
Sam WEISSFELNER



**Newsletter  
Coming Attraction**

**On the Shelf**

*The newsletter is looking to expand it's content.*

We are willing to publish references and executive summaries of quality related articles that the readership may have found worth browsing and might share with the rest of the membership.

These articles should typically come from any trade magazine, i.e. those that can found through company, local university or public libraries and/or through free subscriptions. We are looking to expand information available from sources other than the standard quality magazines and journals.

**Remember, this is your Newsletter and your participation is required to make it as interesting and informative as possible.**

Please fax or e-mail your submissions to  
G.Yedynak  
FAX: 514 425-3033  
gyedynak@spar.ca

**Newsletter Advertising Rates July 1997 - June 1998**

Ad Size (8.5x11"page)	ASQ Member	Non-Member
1/6 page	\$55.00	\$75.00
1/4 page	\$75.00	\$100.00
1/2 page	\$135.00	\$165.00
3/4 page	\$175.00	\$210.00
1 page	\$200.00	\$240.00
2 pages	\$330.00	\$380.00
+2 pages	\$call	\$call

**Above rates apply for placing advertisement in 1 Newsletter only.  
Discounted rates are available for running the same advertisement in multiple issues.  
Call the Treasurer for other special rates.  
Companies that have an ASQ membership may advertise employment opportunities in quality related fields without charge.**