



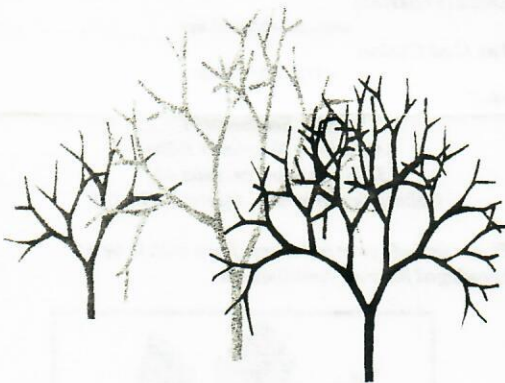
Koalaty Kid Update

Raymond E Dyer - Koalaty Kid

On 30 September 1997, an "Introduction to Quality Tools" course was presented, by our section's Koalaty Kid Chair, to 12 teachers of Allion

Elementary School, as part of our continuing support re: their Koalaty Kid program. The purpose behind this initiative was to provide the teachers with a better knowledge of some of the quality tools available so that they, in turn, would have a better understanding as to when to use such tools and

eventually teach the children how to use them as well. The course was well received and intentions are to present a French version to the remaining Allion Elementary School teachers during the 1997/98 school year. Q



QUALITY PRIMER

Contributed by G. Yedynak, eng.

Lighten Up: Humour Has Value In The Workplace as Well as In Life -The Complete Guide-

A recent survey found that U.S. executives believe that people with a sense of humour do better at their jobs than those who have little or no humour. In fact, a whopping 96% of those surveyed said people with a sense of humour do better.

The survey went on to point out that the results suggest that a sense of humour may help light-hearted employees keep their jobs during tough times. And, what's more, it may propel them up the corporate ladder past their humourless colleagues. It seems that those with a sense of humour are better communicator and better team players.

Studies have shown that happy workers are more productive. In fact, a researcher at California State University found that humour can help employees release tension. Consequently, they can concentrate on their work more efficiently. What's more, employees who enjoy interacting with their co-workers aren't as likely to be distracted, or absent on the job.

Research conducted at Mary Baldwin College in Virginia showed that humour helps us think. When people feel stuck on important projects, they tend to feel angry or depressed. This negative mood can interfere with subsequent performance. Taking time out to laugh and help us to get rid of negative feelings and allow us to return to a task or move on to another project unaffected by past defeat.

It is important to realize that some humour is inappropriate for the workplace and that it is often used at inappropriate times.

INAPPROPRIATE HUMOUR

So what is humour? Well let's start with what it is not. Humour has little to do with practical jokes. More often than not, practical jokes are not funny to people on the receiving end. When humour is working, you laugh with people, not at them.



Humour has nothing to do with taking your job lightly or joking about your company not being a good place to work or joking about its products or services.

And humour has absolutely nothing to do with jokes made about racial, religious, or gender-related issues. Don't make the mistake of thinking that jokes and humour are synonymous. In fact, jokes that offend others are actually the direct opposite of humour.

HUMOUR THAT WORKS

Humour that works in the workplace has to do with attitude. It means seeing humour in everyday situations. It means taking yourself and the world less seriously. It means having the confidence to laugh at yourself. And remember, when you laugh at yourself, you don't risk offending others. When you tell a story that pokes fun at yourself gently, it acts as a social lubricant that says, "Hey, this person is a human being, someone else with life, and we can feel the same way." Obviously, this type of humour creates an atmosphere that's non-threatening.

HOW TO USE HUMOUR IN THE WORKPLACE

What can you do to develop your sense of humour and share it with others in the workplace? Try the following tips:

Consider what type of humour would be acceptable in your particular workplace. For instance, if you work for an organization where humour is not encouraged or well received, a "silly hat day" is not likely to be suitable. Telling a joke on yourself is probably the best way to

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inject some humour into this type of workplace. And you may even find that you have to laugh alone when you find something is amusing.

_Get into the habit of looking for humour in everyday situations in the workplace. A sense of humour sees the fun in everyday experiences. It is more important to have fun than it is to be funny.

_Compile your own repertoire of humorous quotes, quips, and jokes. Visit your local library and take time to look through humour anthologies and books of jokes for after dinner speakers. Visit various humour related Internet Web sites and news groups. Bear in mind that more often than not, you'll have to adapt the humour to suit your particular situation. Then, use some of your jokes when the time is right. Above all, make sure your humour is in good taste.

_Suggest that your department have a bulletin board where employees can share humorous cartoons, photos, anecdotes, advertisements, and bumper stickers. If your company has an Intranet Web Site, suggest that a humour page be created.

_Clip cartoons from newspapers, magazines and Internet sites. Then make up your own captions for the gang at the office.

_Use humour to break the ice when you're chairing a meeting or to make your point during a discussion. Remember, a good sense of humour and good communication skills often go hand in hand.

_Try humour when you want to lighten difficult situations. When pressures of work get people close to the breaking point a well-placed remark can make the difference between a roomful of friends or a room full of bristling enemies.

_Give your co-workers funny cards and gag gifts for special occasions.

_Send "Humour grams" or "Humour Emails". When you want to express appreciation or compliment a colleague, send a humorous card or Email. Write a note and attach a relevant cartoon.

_Take a laugh break. Start a humour library - a collection of favourite comic strips, funny articles, and books of humorous cartoons. Then, when your co-workers are having a bad day and your attitude turns negative, take time during your coffee and lunch breaks to read something from our humour library. You'll find that a good laugh can often help you regain your positive outlook.

_If you work with a computer, spice up your desktop or wall paper with a funny cartoon or animation.

HUMOUR THERAPY A MORE SERIOUS LOOK

Branko Bokun advocates the need for humour therapy in 'cancer, psychosomatic diseases, mental disorders, crime, interpersonal and sexual relationships.'

'The brain is also a gland, and that its glandular activity can be manipulated by thoughts or ideas created by the brain's mental activity'

Bokun argues in his book 'Humour Therapy' (published by Vita Books) that the brain is also a gland, and that its glandular activity can be manipulated by thoughts or ideas created by the brain's mental activity. The author blames the mentality of the adolescent male that pervades our society for resulting in high emotional arousal, 'inquietude, uncertainty and the fears of isolated and lonely individuals.'

Humour therapy helps us to realise that both unhappiness and gloom are infectious. That is why the pursuit of personal happiness only acquires a realistic meaning if it becomes the pursuit of other people's happiness.'

Bokun proposes humour courses, to help restore our inborn disposition towards playfulness, joy of living, curiosity, exploration and flexibility. His suggestions include:

- Develop a sense of self-ridicule, for instance by talking to oneself in the mirror;
- See amusing and happy films and plays, and read humorous books and magazines;
- Dedicate a corner of one's home to toys, as the mere sight and feel of them lessen tension. Hang pictures of children and animals on the walls rather than sad or gloomy ancestors;
- Find a hobby, but change it the moment it is taken over-seriously. Preferably choose a hobby that cannot go against nature's harmonies, such as sailing or gardening;
- Have a pet and talk to it;
- See life through a haze of analogies to memorised jokes and anecdotes;
- Repeat three times every morning 'I am not the centre of the universe';
- Remember the eleventh commandment 'thou shalt not take thyself too seriously.'

Branko Bokun, Vita Books, 26 Chelsea Square, London SW3 6LF (tel 071 352 6919). Humour Therapy (221 pages)

HOW TO BE FUNNY (WHEN YOU'RE REALLY NOT)

In professional development workshops many professors indicate they would like to use more humour when they teach, but they're not too sure how to go about it. Is a sense of humour inherent, or is it like a jacket one can put on and take off at will? In "Humour and Teaching in Higher Education" researchers J.P. Powell and L.W. Andersen do not delve deeply into the question of nature versus nurture. Instead, they distinguish between the creation of humour and its presentation. The former involves some kind of native ability, but the latter is a skill which can be learned, according to Powell and Andersen.

Even professional comedians may need script writers to write material; the performers' strength lies in their ability to put the material across to the audience. A wit manufactures humour, and a comedian retails it. Professors need only worry about the retail side of the business.

Powell and Andersen suggest professors start by establishing a filing system for promising material. Maintain a constant lookout for relevant jokes, anecdotes and cartoons. Many guides and references are available in libraries, and some offer useful advice on preparation and presentation techniques. Anthologies

of material relevant to a specific discipline are of particular value to teachers.

Professors should also become familiar with the many varieties of humour and their degree of popularity with the expected audience, according to Powell and Andersen.

Studies have found that different occupational and age groups respond to different types of humour. But once you've gathered all your material, how do you use it if your customary and firmly entrenched style of teaching is rather solemn and reserved? Powell and Andersen have encouraging words. "it will at first seem strange and ill-fitting, but when the elements of play thus enter the classroom, the benefits that can flow to teacher as well as students can provide strong reinforcement for the style to become a permanent part of that teacher's repertoire," they write. "Hence the tense and sombre person who wishes to be more relaxed, expressive and jovial when teaching or dealing with students may be advised to consciously adopt aspects of that new role for a time."

'Powell, J.P. and L.W. Andersen (1985). "Humour and Teaching in Higher Education." *Studies in Higher Education* 10L(1), 79-89.

Internet References:

<http://www.iea.com/~eostaff/humour.html>
<http://www.iinet.net.au/~packrat/personal/humour.html>
<http://www.clari.net/rh/>
<http://www.users.interport.net/~words1/>
<http://saskweb.com/healinghumour/>
<http://www.hous-cs.dcs.st-and.ac.uk/~pjs/humour/humour.html>
<http://www.lucifer.com/~sasha/humor/index.html>
<http://www.halcyon.com/zylstra/comedy/links.html>

This new column of the Newsletter will be published periodically with an attempt to highlight interesting information pertaining to topics and issues that directly or indirectly affect the everyday lives and work environment of Quality Professionals.

Please feel free to submit any articles that would be of interest to the readership to the Newsletter Editor via the following:

Email (Preferred)

smacleod@total.net

Fax (2nd Choice)

(514) 694-3290

Mail

ASQ - Section 0401
(Attention - Newsletter Editor)
3383 des Sources, Suite 401
Dollard des Ormeaux, Quebec, H9B 1Z8

Please include your full name if you wish to be acknowledged for your contributions.



~New Members~

Montreal Section 401 would like to welcome the following new members to the ASQ:



Guy de V. Domville
Liette Lamarre
Brian E Scott
Benoit Springuel

Quote of the Month

We cannot adjust the wind,, but we can adjust the set of the sails

-Jim Rohr

Calendar of Events for the Coming Year

<p>17th September 1997</p> <p>SR Telecom Site Visit</p> <p>Results</p> <p>Only 14 members were in attendance - it could and should have been better.</p>	<p>22nd October 1997</p> <p>ISO 9001 in the Public Sector</p> <p>Municipalities and School Board</p> <p>RESCHEDULED</p>	<p>6th November 1997</p> <p>Competing in the Age of the Networked Society</p> <p>A condensed version of the Quality Month</p> <p>at the Dorval Hilton</p>	<p>5th December 1997</p> <p>Team Problem Solving Winter Olympics & Christmas Party</p> <p>at the Dorval Hilton</p>
<p>20th January 1998</p> <p>Experiences and Implementation of ISO 9001 in Large, Medium, and Small Companies</p> <p>at the Dorval Hilton</p>	<p>February 1998</p> <p>Annual Meeting</p>	<p>17th March 1998</p> <p>Quality in the Food Industry</p> <p>HACCP Experiences of KRAFT CANADA</p>	<p>April 1998</p> <p>Supplier Quality</p> <p>Purchasing Management Association</p>
<p>May 1998</p> <p>ISO 9001 in the Public Sector</p> <p>Municipalities and School Board</p>	<p>June 1998</p> <p>Site Visit</p>	<p>July 1998</p> <p>No Activities</p>	<p>August 1998</p> <p>No Activities</p>

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

Bernard Doiron
Tel: (514) 653-4879

**NOTICE TO ALL MEMBERS
« RECOGNITION AND AWARDS »**

Notice is hereby given that as per the established process, the Recognition and Awards Committee (**RAC**) of the Montreal Section (0401) of the American Society for Quality is requesting nominations for an individual, a group or an organization who has made significant contribution to the enhancement of the quality profession or the advancement of the goals and activities of the section. Nominations shall be received in the following two categories as defined below.

Purpose: The awards have been established a means of giving recognition to the members of the Montreal Section who have demonstrated by their active participation, and their desire to enhance and advance the goals of the Society and our section.

The "**Quality**" Award will be presented for outstanding contributions to the enhancement of the Quality profession, goals or activities of the section. Nominees for this award must be members in good standing of the Montreal Section of ASQ and have demonstrated dedication to the continuing advancement of the quality profession and its principles at all levels in various quality-related activities such as, but not limited to:

- a) Section management, Career guidance, Services to the community, government or industry;
- b) Promoting the Society and the Section's goals through various publications, educational seminars, industry and public awareness.

The "**Education**" Award will be presented for significant contribution to the understanding and the promotion of the quality profession and its principles. Non-members are eligible for this award and must be enrolled in an educational program in the quality field or with an affiliation to the Montreal Section of ASQ. Teams or individuals may be eligible for the award.

The nominees must have demonstrated a sincere and continuing interest in the advancement of quality principles either in their professional or educational environment.

Procedure : All recommendations for recognition and awards shall be filed on the **Nomination Form**, next page, be accompanied by a **recommendation letter** from a Section member and be submitted to the RAC for evaluation as per the methods and procedures defined by the Committee before the **10th December 1997**.

The RAC shall evaluate the nominations received, submit the recommendations to the Executive Committee and present the awards to the recipients at the Montreal Section's Annual Meeting in February 1998, or at any other event as approved by the Executive Committee.

Presentation of the Awards may be precluded if qualified nominations are not submitted or identified by the RAC.

Jean-Pierre AMIEL
Chair,
Recognition and Awards Committee
Montreal Section, ASQ

AMERICAN SOCIETY FOR QUALITY
Montreal Section (0401)

RECOGNITION AND AWARDS NOMINATION FORM

1.0 Nominee information:

Name: _____ Member number: _____
(Individual or Team leader name)

Business address: _____

_____ Postal Code: _____

Home address: _____

_____ Postal Code: _____

Telephone: Business () _____ Home () _____

2.0 Award application: (Check only one)

Quality Award: ___ Education Award: ___

3.0 Description of contributions of the Nominee(s): (Use other pages as necessary)

4.0 Sponsor information:

Name: _____ Member number: _____

Home/Business address: _____

_____ Postal Code: _____

Telephone: Business () _____ Home () _____

Send this form and a letter of recommendation to:

JP AMIEL
c/o STCUM
Chair, Recognition and Awards Committee
8845 St Laurent, Montreal (Quebec)
H2N 1M3
Fax : (514) 280-6004

Registration Form for the Following Activities

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

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

November will bring us an outstanding speaker. M. John Wetmore, President and CEO of IBM Canada has accepted our invitation. M. Wetmore is the Campaign Chair for the 1997 Canada Quality Month. The subject of his conference will be this year theme of the Quality Month, "Competing in the age of the Networked Society". The intention is to examine the broader implications for organizations, for employees and for society.

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

Due to circumstances beyond our control the Summer Olympics had to be canceled. 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 will need them! The Christmas Party will follow the Olympics.

This event will start at 13:00 at the Dorval Hilton and finish around 21:00. The price is \$50.00 for members and \$60.00 for non-members

20th January 1998 Implementation of ISO 9000 in Large, Medium and Small Companies

January will bring us the good and bad experiences in implementing ISO 9000. This will be done through the eyes of three different companies:

- 1 Company with less than 50 employees - M. Keith Forcier of RDC Control will be relating their experiences.
- 2 Company with more than 50 and less than 125 employees - M. Marvin Zylber of Ahlstrom will be relating their experiences
- 3 Company with more than 200 employees - M. Terry McKeogh of Canadian Marconi will be relating their experiences.

The price is \$25.00 (members) and \$30.00 (non-members)

February 1998 Annual Meeting

If you are interested in your association, your presence is required. We will give you a report on the 1997 - 1998 activities and the election of the new executive will take place

Name: _____ Member #: _____ Telephone: _____ Fax : _____	Company: _____ Event: November 6 <input type="checkbox"/> 18:00h December 5 <input type="checkbox"/> 13:00h January 20 <input type="checkbox"/> 18:00h February <input type="checkbox"/> 18:00h March <input type="checkbox"/> 18:00h
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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

HOW TO ACCESS THE ASQ NET

Raymond E Dyer



Hi all you Internet users! You can now access a web site specially reserved for ASQ members. 13 ASQ Section 401 members have already done so! The site is called ASQ Net and has a variety of services of interest (eg. E-mail aliases, membership registry, career services, etc) that we'll talk about in future issues. Here's how to log on:

(1) Point your Web browser to <http://www.asqnet.org>; you'll be prompted for a user name and password.

(2) Enter your membership number as your name. This number must contain 8 digits. If your member number does not contain 8 digits, enter the number of zeros preceding your membership number so that you are entering 8 digits.

(3) Enter your enrollment date (indicated on your membership card) as the password. Be sure to enter the information exactly as it appears on your 1997/98 membership card. For example, if you became a member in June 1996, enter your password as 06/96. You must enter the forward slash and the zero before the month (if necessary).

(4) After logging in once, you'll have the option to change your user name and password if you wish.

Hope to have you on board soon. If you have any questions re: logging onto the ASQ Net, send me an e-mail at redyer@internauts.ca. Enjoy!

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.

"COMPETING IN THE AGE OF THE NETWORKED SOCIETY"

Guest speaker : M. JOHN WETMORE

IBM President and CEO

An activity worth attending:

- **A renowned speaker.**
- **A theme of interest.**
- **A nice atmosphere**

**...and you will meet and exchange ideas with quality experts from other
business fields**

- **When: THURSDAY NOVEMBER 6th 1997**
- **Where: DORVAL - HILTON**
- **Price: (Members) \$25.00**
- **Price (Non-Members) \$30.00**

The activity will be held from 18h00 to 21h00. The price of the ticket includes supper.

**For more information concerning the activity and for registration
please contact :**

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

**PROBLEM SOLVING OLYMPICS
&
CHRISTMAS PARTY**

**Register for our challenging
PROBLEM SOLVING OLYMPICS
organized by ASQ Section 401**

At last, an activity where:

- We will learn and have fun.
- We will put theory into practice " immediately " (Problem solving techniques)
- We will meet and exchange ideas with quality experts from other business fields

- **When:** FRIDAY, DECEMBER 5th 1997
- **Where:** DORVAL - HILTON
- **Price: (Members)** \$50.00
- **Price: (Non-Members)** \$60.00

The activity will be held from 13h00 to 21h00. The price of the ticket includes supper.

The teams will be made up of 5 to 6 persons. If you want to register your own team you are welcome.

Registration will be accepted until the 28th november 1997.

**For more information concerning the activity and for registration
please contact :**

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